

Intel-GE Care Innovations™ QuietCare® System

User Manual

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Legal Notice

Prior to using the Intel-GE Care Innovations™ QuietCare® system, you should read this manual carefully, including all safety instructions, cautions and warnings. The Care Innovations™ QuietCare system is intended for use in monitoring certain environmental conditions and activity patterns as indicated by changes in motion. It is intended for use with an individual whose activities are being monitored by caregivers and who may reside in facilities such as senior housing communities.

The QuietCare® system uses motion sensors, network systems and computer systems to help detect movements at defined points inside a residence and collects data generated by various movements which are reflected as certain activities of daily living. Noteworthy occurrences and changes in monitored activity patterns and environmental conditions are communicated to senior housing staff or other caregivers in the form of notifications referred to as Urgent Alerts and Alerts. Urgent Alerts and Alerts are intended to provide additional information to caregivers however the QuietCare system is not an emergency response or alarm system. Changes in activity patterns may indicate the need for intervention by senior housing staff or other caregivers.



WARNING: THE QUIETCARE SYSTEM IS NOT AN EMERGENCY RESPONSE OR ALARM SYSTEM AND IS NOT INTENDED FOR PROVIDING MEDICAL CARE.

The QuietCare system is intended for use by caregivers using independent judgment and standard care practices established within their organizations. Although the QuietCare System increases the information available to the staff of senior housing communities providing care for residents, it is not a substitute for other standard or necessary care activities. Data from the QuietCare system should not be relied on as medical advice or clinical diagnosis and the staff and management of senior housing communities should not depend solely on the QuietCare system to ensure resident safety. Caregivers should always rely on licensed medical professionals in making all health decisions and to use the information provided by the QuietCare system solely as a resource in that process.

When operating as intended, QuietCare is not designed to and cannot be relied on to detect all activity that may indicate a need for intervention. Technical issues in sensors, networks and computer systems may also result in occasional periods during which QuietCare is prevented from operating as intended, and as a result, changes in resident activity patterns may not be recognized or may not be reported in a timely manner.

Do not attempt to disassemble the QuietCare system or modify the devices in any way.

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Indications for Use

QuietCare is intended for use in monitoring the environmental conditions and activity (motion) of an individual living in a senior housing community. QuietCare recognizes and monitors certain patterns of activity including, but not limited to, bathroom and bedroom activity, residence entry/exit, and interaction with food and medication storage areas.

Caregivers are provided with information and notifications about the occurrence of and changes in these monitored activity patterns and environmental conditions. Noteworthy occurrences and changes are communicated to caregivers through direct notification (pager, voice alert, email) as well as a secure Internet website.

Data from QuietCare should not be relied on as medical advice or clinical diagnosis. Caregivers should always rely on licensed medical professionals in making all health decisions and use the information provided by QuietCare as a resource in that process.

Caregivers should not rely solely on the use of QuietCare for care management of clients/residents. Caregivers should use standard care practices established within their care organization to ensure the safety and wellness of senior clients/residents.

Cautions and Warnings



CAUTION:

Base station information:

The QuietCare base station AC adapter must not be plugged into an outlet controlled by a wall switch. If the QuietCare base station AC adapter is plugged into a switched outlet, it will not function when the switch is turned off. Please inform QuietCare installers if any such outlets exist. If you observe a QuietCare base station AC adapter plugged into a switch-controlled outlet, move it to a non-switched outlet in the same vicinity. Contact Care Innovations QuietCare Support if assistance is required.

Antenna:

The antenna base also monitors the temperature in the room where it is located. It is important to locate the antenna away from heating/cooling vents and in a position where it will not be exposed to direct sunlight.



CAUTION:

Facility server information:

- Lithium Battery warning:
Danger of explosion if battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries, following manufacturer's instructions.

- Disconnection from Telecommunications Network (modem) warning:

Disconnect from the Telecommunication Network prior to opening the top cover for service.

- Power Supply information:

The power supply included with the Care Innovations Facility Server is 100-240Vac, 50/60Hz input, 12VDC, 5A 60W maximum output. If the power supply needs replacement, replace with AC adapter model FSP060-DBAB1.



CAUTION:

Sensor information:

- QuietCare sensors are positioned in a specific manner and should not be readjusted without consulting your QuietCare representative. Changes to a resident's room following the installation of QuietCare may also impact on the system's functionality. When planning or implementing structural modifications, painting the room, or adding or relocating furniture please contact your Care Innovations Customer Service Representative.
- Sensors can be knocked out of alignment or out of their brackets completely by accidental bumps or attempts to use the sensor as a handhold. Residents could be injured by empty brackets or by an attempt to grab a sensor. Residents should be instructed to avoid bumping into or grabbing sensors or sensor brackets.
- Although a sensor event can report that the medication box was opened, it should not be considered verification that the medication or the correct medication dose was taken.
- When a resident, who has a special sensor configuration such as night motion, medication access, or meal prep, is relocated within the community it is essential that a Customer Service Representative be contacted to assure continuity of these services.



WARNING:

- More than one resident in an apartment significantly limits the ability of QuietCare to alert caregivers to Bathroom Risk conditions, Night Motion conditions, Wander conditions, and changes to nighttime bathroom visits. Consult your QuietCare Clinical Service Director about use of this system in multi-resident apartments.
- Visitors staying in the monitored apartment for a period of several days or weeks will alter the baseline values of monitored items, possibly including night time Bathroom Visits, Meal Preparation, and overall Activity Index. Erroneous alerts may be generated either during visitor stays (for levels higher than normal) or after visitor departure (for levels lower than those seen during the visit). Baseline will readjust over the course of the next several days.



WARNING:

QuietCare does not detect falls but alerts you to conditions that may indicate a fall. A lengthy bathroom stay may indicate a problem preventable by early intervention.



WARNING:

If a caregiver enters the apartment during the period of the day when Wander and/or NightMotion conditions are monitored, certain patterns of activity may trigger erroneous alerts. A staff member entering the room may trigger an unsubstantiated Wander alert.



CAUTION:

Alert information:

- Prompt QuietCare alert delivery to caregivers depends on all parts of the system functioning properly.
- Prompt QuietCare alert delivery to caregivers depends on properly functioning pagers.
- If a pager does not receive the test message, put a spare pager that has been put through the site protocol into service, email support@careinnovations.com, or call 1-855-885-CARE (2273).



CAUTION:

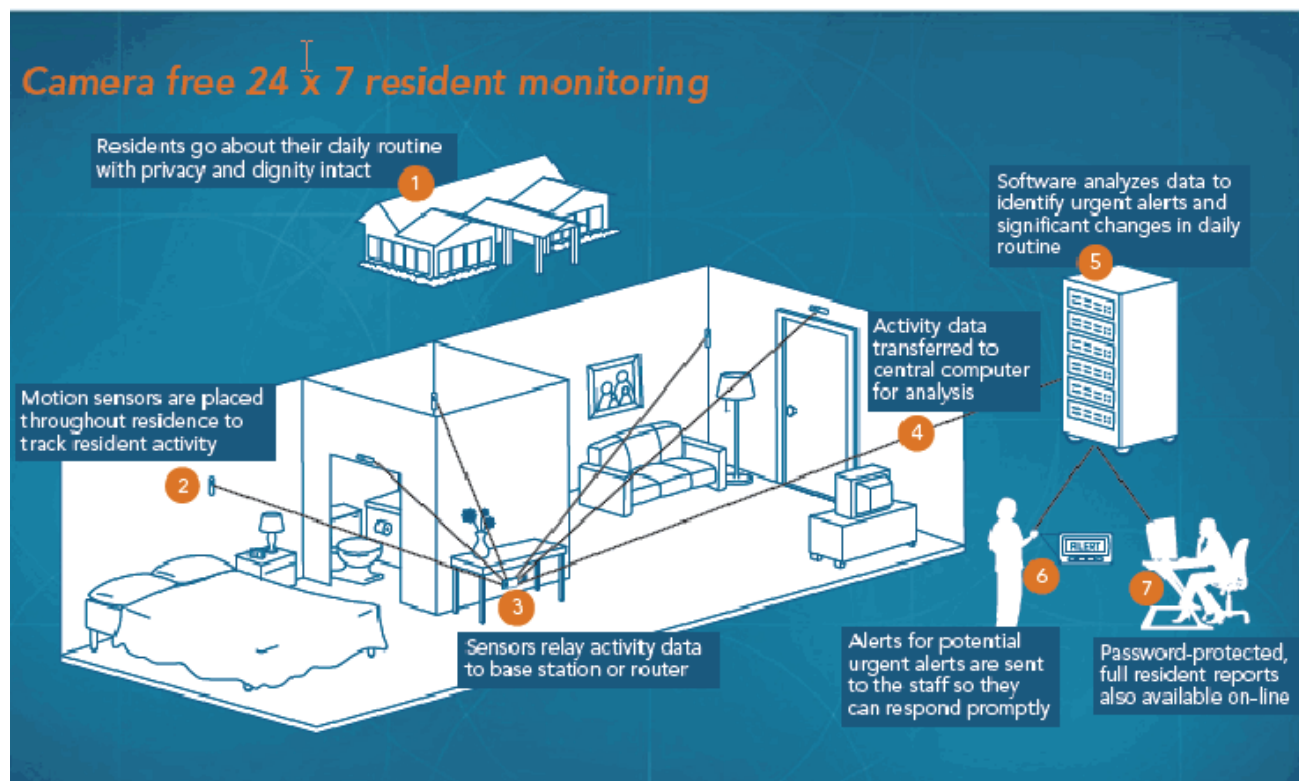
Do not to dispose of large amounts of alkaline batteries in a group. Used batteries are often not completely dead. Grouping used batteries together can bring live batteries into contact with each other which creates a safety risk.

How QuietCare Works

The following diagram demonstrates how QuietCare components are placed and how they work together to monitor, collect, and respond to resident activity. Note that item 3 shows sensors relaying activity data to a base station or router. If you are using QuietCare – Dial-up, sensors relay data to a base station; if you are using a broadband connection, sensors relay the data to a router. For more information about the two types of systems, see [QuietCare — Dial-up and QuietCare — Networked Systems](#).

Figure 1: QuietCare Overview

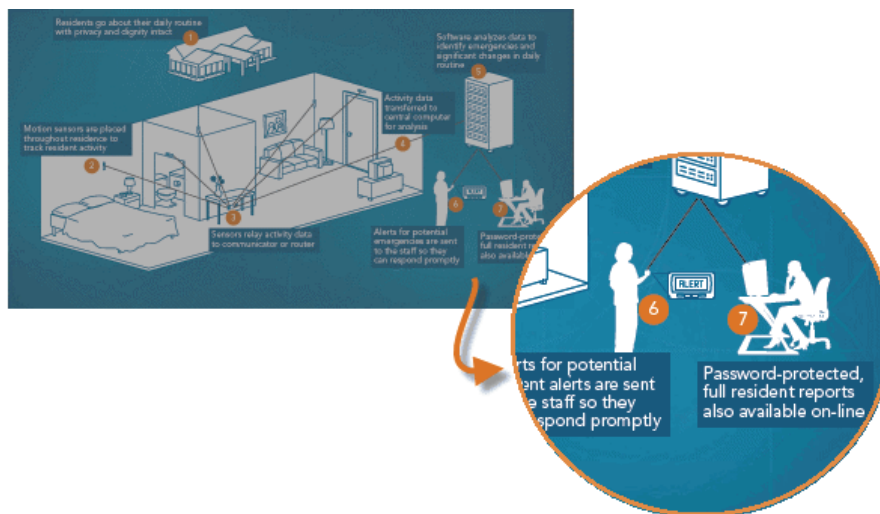
How QuietCare works



Focus of this Guide

This guide focuses on using the QuietCare website to run reports and analyze data. It also describes pager alerts and recommended caregiver actions.

Figure 2: This guide focuses on reports and caregiver actions



Equipment and Components

This section describes QuietCare equipment and components and their functions; the equipment and components you receive will vary based on the type of QuietCare system you are using.

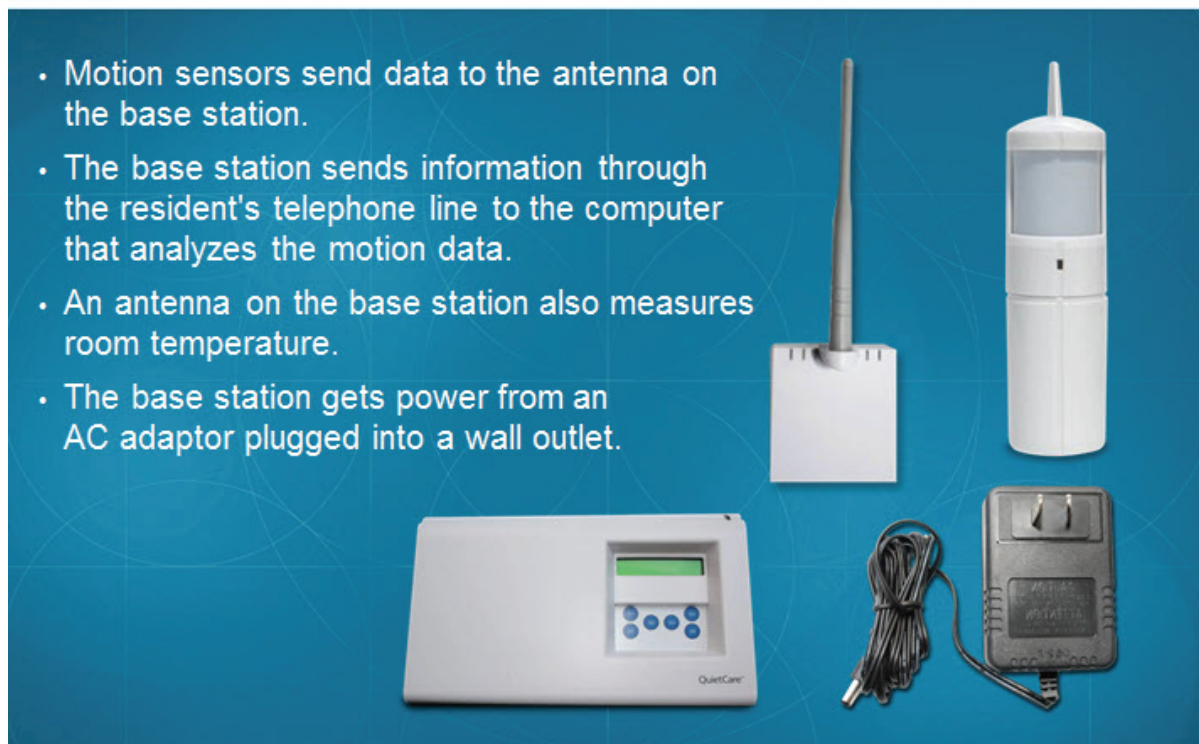
QuietCare — Dial-up and QuietCare — Networked Systems

QuietCare is available for dial-up and broadband connections; the system components vary based on the connection type you use. This section provides a quick overview of the two systems. Both systems collect and report the same resident data; however, system-specific alerts might vary and will be noted as such in this manual.

QuietCare — Dial-up Components

What QuietCare — Dial-up looks like

- Motion sensors send data to the antenna on the base station.
- The base station sends information through the resident's telephone line to the computer that analyzes the motion data.
- An antenna on the base station also measures room temperature.
- The base station gets power from an AC adaptor plugged into a wall outlet.



QuietCare — Dial-up includes the following components:

Component	What it Does
Off- site central server	Collects and analyzes data sent from a resident's room and identifies potential urgent situations and noteworthy changes in a resident's routines. Should incoming data signal a potentially urgent condition, the server sends alerts to designated staff via pager or computer-generated voice message. Potential emerging problems are reported to your community's secure QuietCare web database. Access your community's information and reports via any computer with internet capability and current browser software. A computer is not part of QuietCare equipment.
Base station and antenna	Transmits data from motion sensors to the off-site central server over a toll-free line. The antenna unit also collects temperature data.
Motion sensor	Detects resident motion; multiple sensors are strategically placed throughout the resident's living area.
Pager transmitter	Sends alert messages to the pagers of caregivers assigned to monitor one or a group of residents. The QuietCare on-site pager transmitter has a backup UPS (uninterruptible power supply) that provides up to one hour of backup power.
Pager	Receives urgent and non-urgent alerts requiring caregiver attention.
Internet-ready computer with browser	Provides access to residents' daily and long term reports, as well as cumulative reports alert logs, resident logs, and group motion through door activity through the secure QuietCare website.

About the QuietCare — Dial-up Base Station

The base station regularly transmits the data it receives from the motion sensors to the secure QuietCare off-site server over a toll-free telephone line. The QuietCare base station has a built-in RJ-11 splitter. If there is only one phone jack available, the phone and/or answering machine, caller ID, etc., can be plugged into the QuietCare base station. The base station should be the first device connected to the phone jack, unless a PERS system is already in place.

If the phone line is in use at any time, the system detects this and waits until the phone line is free before attempting to connect to our servers. Base station notifications are made via a toll-free 800 number.

The base station receives power via an AC adaptor that must be plugged into a constant source of power, not an outlet that is connected to an on/off switch.

On the side of the base station are a telephone cable jack, an AC adaptor jack, and a jack for antenna input. The base station processes Bathroom Risk, Wander, and Night Motion alerts.

Figure 3: Base station front and back (indicating serial number location), and side view



Figure 4: 1 = phone line jack; 2 = AC adaptor jack; 3 = antenna jack

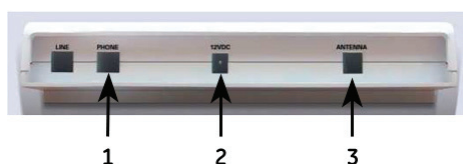


Figure 5: Base station AC adaptor



CAUTION: The QuietCare base station AC adaptor must not be plugged into an outlet controlled by a wall switch. If the QuietCare base station AC adaptor is plugged into a switched outlet, it will not function when the switch is turned off. Please inform QuietCare installers if any such outlets exist. If you observe a QuietCare base station AC adaptor plugged into a switch-controlled outlet, move it to a non-switched outlet in the same vicinity. Contact Care Innovations QuietCare Support if assistance is required.

QuietCare — Networked Components

What QuietCare — Networked looks like

- Motion sensors send information to a router.
- The router sends information to the computer that analyzes motion data.
- The router gets power from being plugged directly into a wall outlet.



QuietCare — Networked includes the following components:

Component	What it Does
Facility server	Collects and analyzes data sent from the resident's room and sends pager alerts via a broadband connection to caregivers when appropriate. The server also manages the QuietCare network.
Uninterruptible Power Supply (UPS)	Provides at least one hour of backup power for the facility server pager transmitter and broadband equipment in event of loss of AC power. The UPS also communicates with the facility server to accommodate a safe shutdown and notification to caregivers.
Router	A device that works with coordinators to join other routers to build the backbone of the network. The router will switch over to a battery backup if it loses AC power. This battery backup will only last two hours. NOTE: The router should not be plugged into an outlet controlled by a wall switch.
Network coordinator	The central node of the network that is a pathway to the facility server.

Component	What it Does
Motion sensor	Detects resident motion; multiple sensors are strategically placed throughout the resident's living area.
Pager transmitter	Sends alerts to caregiver pagers.
Pager	Receives urgent and non-urgent alerts requiring caregiver attention.
Internet-ready computer with browser	Provides access to residents' daily and long term reports, as well as cumulative reports alert logs, resident logs, and group motion through door activity through the secure QuietCare website.

**CAUTION:****Facility server information:****Lithium Battery warning:**

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries, following manufacturer's instructions.

Disconnection from Telecommunications Network (modem) warning:

Disconnect from the Telecommunication Network prior to opening the top cover for service.

Power supply information:

The power supply included with the Care Innovations Facility Server is 100-240Vac, 50/60Hz input, 12VDC, 5A 60W maximum output. If the power supply needs replacement, replace with AC adapter model FSP060-DBAB1.

About Motion Sensors

Motion sensors are strategically placed throughout a resident's living quarters to detect resident motion. The sensors operate silently and will not alert residents; audible alerts are only sent to pagers used by staff members.

**CAUTION:**

Sensors can be knocked out of alignment or out of their brackets completely by accidental bumps or attempts to use the sensor as a handhold. Residents could be injured by empty brackets or by an attempt to grab a sensor. Residents should be instructed to avoid bumping into or grabbing sensors or sensor brackets.

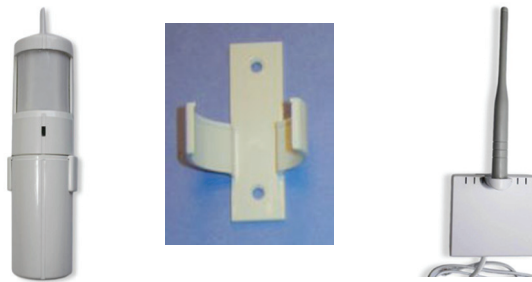
QuietCare — Dial-up Sensors

Each sensor in the dial-up system is powered by a standard 9-volt alkaline battery. You can easily identify these sensors by the fin on the top. Data that the sensors pick up is wirelessly transmitted to an antenna that feeds the data to the base station.



CAUTION: The antenna base also monitors the temperature in the room where it is located. It is important to locate the antenna away from heating/cooling vents and in a position where it will not be exposed to direct sunlight.

Figure 6: QuietCare — Dial-up motion sensor, mounting bracket, and antenna



QuietCare — Networked Sensors

Motion sensors in a networked system are powered by 2 AA 1.5V alkaline batteries. Door sensors are powered by 2 AAA batteries. Note that an antenna is not required in networked systems.

Figure 7: QuietCare — Networked motion sensor, angled wall bracket, and door sensor



Logging in to the QuietCare Website

Log in to the QuietCare website to manage resident accounts, view individual or community data, and run reports.

Complete the following steps to log in to the website where resident information is stored:

1. Open your internet browser, type **http://www.quietcaresystems.com** into the address line, and then press the **Enter** key. The QuietCare login page appears.
2. Enter your email address and password, and then click **Submit**. If you do not remember your password, click the Forgot Your Password link to receive a new password via email.

Email field (1), Password field (2) and Submit link (3)

The screenshot shows the QuietCare login page. At the top left is the logo for 'care innovations™ an Intel-GE company' and 'QuietCare®'. The main heading is 'Login' with the subtext 'Members (caregivers) should log in below.' Below this are two input fields: 'email' and 'password'. To the right of the password field is a 'submit' button. Three numbered arrows point to these elements: arrow 1 points to the email field, arrow 2 points to the password field, and arrow 3 points to the submit button. Below the input fields is a link: 'Forgot your password? Click [here](#).' At the bottom, there is contact information: 'For product support please call (866) 772 8243' and 'For more information about QuietCare, visit us on-line at <http://www.careinnovations.com/Products/QuietCare>'.

Website Access Controls

The QuietCare application does not store user login credentials (email and password) on the local computer. Each time users access QuietCare they must re-enter their credentials in the login screen.

NOTE: Earlier versions of the QuietCare application stored user login credentials on the local computer. If your login information is stored on your local computer, then, depending on your browser, your login credentials might continue to populate the login fields automatically.

The QuietCare website automatically logs off the user if no activity is detected within

approximately 20 minutes. If an automatic logoff occurs, the last accessed QuietCare web page displays until an action is taken on a website navigational control. The application then redirects the user to the login screen. After re-entering login credentials (email and password), the user is taken to the website page they were attempting to access. If, upon viewing the page, you are unable to access other pages, click Logout to completely log out of the QuietCare site and then log in again.

NOTE: Due to the automatic periodic update of client motion data, if an automatic logoff occurs while a user is on the Group Summary screen, the system may automatically redirect the user to the login screen. When the user re-enters their login credentials the application returns to the Group Summary screen.

Levels of Access

The type of login assigned to you determines the reports you can access and the types of information you can view. This section summarizes important distinctions to be aware of regarding login permissions.

A user assigned the Institution Manager role can do the following:

- View the Energy Usage report
- View the Caregiver Logins report
- Test pagers
- Review alerts for the entire institution
- Access the Institutions Update form to change group and institution settings

A user who is not assigned an Institution Manager status can do the following:

- Review all alerts for the entire institution
- Change resident settings
- Send a test page from the Client Summary page

Group Summary Page Overview

The group summary screen that appears after you log in to your website provides a current status overview of all residents monitored by your community's QuietCare system. From this page you can access data or settings for a specific resident, data summaries for all residents using QuietCare, and more.

Residents appearing on the Group Summary page can be arranged into specific groups such as Assisted Living, Memory Care, 2nd Floor, etc. Each of these groups can then be assigned to the caregivers authorized to view information on resident members of the group. Upon installation, a QuietCare representative will ask how you would like the Group Summary information grouped and assigned before the system is activated.

Colored dots in the category columns indicate the alert level for each resident for each category. The grid and colored dot format is used in many reports generated by QuietCare. See [Color Alert Levels](#) to determine what each color indicates.

Click **Show Only Clients with Red/Yellow Alerts** (next to the red arrow shown in the example that follows) to see only those residents with alerts signifying a change or significant deviation from normal activity within the last 24-36 hours. Note that when you initially access the report

you will see today's indicators. So, for example, a green dot might appear for today, but if you view the detail for the resident, red or yellow alerts might have occurred within the last 24-36 hours.

Group Summary Page



Welcome: AL Coordinator of Pine Crest Village

| Help | Log out |

01:49 PM on Wed Aug 31, 2011

Current Status [Show only clients with red/yellow alerts](#)

Resident	#	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark	102											
Cathy Davis	103		11:07 AM									
David Edwards	104											
Ella Francis	105		12:12 PM									
Fran German	106											
Greta Holder	107		12:02 PM									
Hanna Ireland	108		10:45 AM									
Irene Jacobs	109											
Jessie King	110											
Anne Brown	150											

Review [Alerts/Actions](#) or [Motion Through Door](#) or [Client Norms/Reports](#) for Group Pine Crest Village

Review [Alerts/Actions](#) for Institution Pine Crest Village

[Test Pagers](#) for Pine Crest Village

Change your [password/email](#) or your [notification options](#)

[Add a new resident](#)

NOTE: QuietCare is not a substitute for your knowledge of your residents, your care delivery system, or your community's established protocols and procedures. It is intended to provide supplemental information that may enable you to identify unmet needs, enhance resident care, and improve staff accountability.

Figure 8: Color Alert Levels

Color	Alert Description
	Normal activity for the resident based on past data.
	A change in normal activity patterns indicating a potential problem.
	A significant deviation from normal or a condition that may put the resident at risk or indicate potential distress.
	Number of events in the category is reported but no alert value is assigned.
	Resident is not yet scheduled to exit bedroom. Resident has not yet left the bedroom but is still within the established wakeup window time frame.

NOTE: Urgent red alerts are sent to the assigned caregiver. They are:

- Possible problem in bathroom
- Late leaving bedroom
- Temperature too high or too low
- Wander (optional feature)
- Night motion (optional feature)
- Base station dial-up issue (QuietCare — Dial-up only)
- Router issue (QuietCare — Networked only)
- No data transferring (QuietCare — Dial-up only)

Managing Resident Accounts

This section describes how to:

- [Add a new resident to QuietCare](#)
- [Set individual alert thresholds and settings](#)
- [Notify QuietCare if a resident is on vacation or away](#)
- [Notify QuietCare if a resident changes rooms](#)
- [Deactivate a resident's account](#)
- [Create an Event During Time Window Report](#)

Adding a Resident

Complete the following steps to add a resident to QuietCare:

1. Click **Add a New Resident** at the bottom of the Group Summary page (shown in the red box in the following example):

care innovations™ | QuietCare®
an Intel-GE company

Welcome: AL Coordinator of Pine Crest Village | Help | Log out |

01:49 PM on Wed Aug 31, 2011

Current Status [Show only clients with red/yellow alerts](#)

Resident	#	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark	102	●	●	●	●	●	●	●	●	●	●	●
Cathy Davis	103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards	104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis	105	●	12:12 PM	●	●	●	●	●	●	●	●	●
Fran German	106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder	107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland	108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs	109	●	●	●	●	●	●	●	●	●	●	●
Jessie King	110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown	150	●	●	●	●	●	●	●	●	●	●	●

Review [Alerts/Actions](#) or [Motion Through Door](#) or [Client Norms/Reports](#) for Group Pine Crest Village

Review [Alerts/Actions](#) for Institution Pine Crest Village

[Test Pagets](#) for Pine Crest Village

Change your [password/email](#) or your [notification options](#)

[Add a new resident](#)

2. The Resident Addition Form appears:

The screenshot shows the 'Resident Addition Form' for the QuietCare system. At the top, the Care Innovations logo is displayed. The form has a blue header bar with the title 'Resident Addition Form' and links for 'Help' and 'Log out'. The form fields are as follows:

- First Name:
- Last Name:
- Date of move:
- Moving into room:
- Serial number:
(Six digit number on bottom of base station starting with "0")
- Caregiver group:
- Features selected: ☐ Motion Through Door, ☐ Meal Prep, ☐ Medication, ☐ Wander
- Submit:

Enter the following information:

- a. Enter the resident's first name in the **First Name** field.
- b. Enter the resident's last name in the **Last Name** field.
- c. Enter the resident's move-in date in the **Date of Move** field.
- d. Enter the resident's room number in the **Moving into Room** field.
- e. Enter the serial number on the bottom of the base station if you are using QuietCare — Dial-up. Leave this field blank if you are using QuietCare — Networked.
- f. Select the caregiver group to which the new resident is assigned.
- g. Select each feature you want to use with this resident. Always select **Motion Through Door**; other features are optional*:
 - Motion Through Door – detects if a resident moves through a doorway
 - Meal Prep – detects if a resident visits the refrigerator more or less often than usual
 - Medication – detects if a resident accesses their medication storage area
 - Wander – detects that the resident might have left their apartment
- h. Click **Submit** to add the resident.

* For more information about optional features call 1-855-885-CARE (2273) or contact support@careinnovations.com.

Changing a Resident's Alert Settings

The Change Alert Settings feature allows you to customize a resident's activity and alert configurations. You do not need to change the default settings when you add a resident to QuietCare; however, the limits you set might change based on your observation of resident activity over time.

Alert	Description
Bedroom Exit	<p>Default: 10 A.M.</p> <p>The Bedroom Exit time window (2, 3, or 4 hours) allows you to customize alert and reporting times based on an individual resident's sleep patterns.</p> <ul style="list-style-type: none"> • Enter the latest time the resident normally leaves the bedroom. • Enter the number of hours before the normal bedroom exit time that you consider reasonable for the resident to exit the bedroom. • Enter the number of hours the resident normally sleeps (5, 6 or 7 hours).
Bathroom Risk	<p>Default: 60 minutes</p> <p>The Bathroom Risk time window allows you to set the time after which you wish to be alerted if the resident is still in the bathroom.</p> <ul style="list-style-type: none"> • Enter the number of minutes of bathroom time. Time can be set in 15 minute increments from 15 minutes to 90 minutes. • Set shorter time increments for residents at higher risk for bathroom events.
Room Temperature Alerts	<p>Defaults: 61 degrees F; 92 degrees F</p> <p>Room Temperature Alerts allow you to adjust high and low room temperatures based on resident preferences. Red alerts can be set between 85°F and 93°F (high) and between 60°F and 65°F (low).</p> <ul style="list-style-type: none"> • Enter low alert temperature. • Enter high alert temperature.
Client Trend Graphs	<p>Default: Not enabled.</p> <p>Tracks changes in Meal Preparation activities, Night Time Bathroom usage, and general Activity levels. To enable the User Trend Graph, check the box.</p>

Alert	Description
Night Motion/Wander Settings	<p>Default: These features are turned off by default; if activated, the default setting is 10 P.M to 6 A.M.</p> <p>NOTE: Night Motion and Wander are optional features of the QuietCare system; they will not automatically activate by selecting this option unless they are installed. For information about activating these features, email support@careinnovations.com or call 1-855-885-CARE (2273).</p> <p>Night Motion settings allow you to set alerts to be sent if movement occurs in the residence at night. Night Motion requires a special sensor configuration and support center approval.</p> <p>Wander settings allow you to set alerts to be sent if the resident leaves the residence and no activity is detected in the residence during the following 45 seconds.</p> <p>Set the time interval during which Wander alerts are to be sent.</p> <p>Both Night Motion and Wander are set to Off by default. Only Wander can be activated and customized via the configuration screen.</p>
Time Zone and Base Prefix	These are pre-populated fields showing the time zone for which the resident is configured and a script identifier used for internal support.

Complete the following steps to change a resident's alert settings:

1. Click the resident's name on the Group Summary page. The Edit Account page appears.
2. Click **Change Alert Settings** on the left side of the Edit Account page as shown in the red box below:

The screenshot shows the 'Edit Account' page for a QuietCare system. On the left sidebar, the link 'Change alert settings (bathroom fall, bedroom exit)' is highlighted with a red rectangular box. The main content area is divided into two parts: 'Part I. Client' and 'Part II. Caregiver(s)'. Under 'Part I. Client', there are fields for First Name (Anne), Last Name (Brown), Sex (F), Time Zone (US/Eastern), and Country (us). There is also a section for 'Monitoring Account' with a 'Room #' field set to 150 and an 'Update' button. Under 'Part II. Caregiver(s)', there is a table with columns for ID, Name, Email, and Pager1. The first row shows ID 3928, Name AL Coordinator, Email aic@pinecrest.org, and Pager1. There is also a link to 'Add non-institutional caregiver'.

3. The Customize Client Configuration page appears:

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Logged in as AL Coordinator of Pine Crest Village
[Help](#) | [Log Out](#)

Customize Client Configuration

ID: 7295 Client: **Anne Brown**
Enter any changes, then click 'Update'.

[Core profile](#)
[Client Customize](#) **Bedroom Exit time window**
[Enable/Disable ADLs](#)

Latest normal Bedroom Exit time: 8 am
Length of Bedroom Exit window in hours: 2 hrs
Length of Sleep/Night window in hours: 6 hrs

Bathroom Exit time window
Length of Bathroom Exit window in minutes: 45 min

Room Temperature Alerts
Low temperature alert: 61 degrees F
High temperature alert: 92 degrees F

Client Trend Graphs
Enable Client Trend Graphs: ☒

NightMotion/Wander settings
NightMotion: Off
(Will send alert as soon as any activity is seen at night)
Wander: On
(Will send alert if client leaves residence at night)
Start/Stop Hours: From: 10 pm To: 6 am
(Note that if both NightMotion and Wander are turned on, the same interval will be used for both).
[BedCheck/GracePeriod](#) gap interval in seconds: 45 sec

Time Zone and Base Prefix
Time Zone: US/Eastern
Unit script prefix: Production (qc)

Enter the desired setups. Refer to the [alert settings description table](#) for detailed information about each setting.

4. Click **Update** to save your changes.

Notifying QuietCare if a Resident is on Vacation or Away

Complete the following steps to suspend alerts when a resident is on vacation or away from the community:

1. Click the dot in the **Client Settings** column that corresponds to the resident. In the following example, the caregiver is changing settings for Anne Brown as indicated by the red box:

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Welcome: AL Coordinator of Pine Crest Village | Help | Log out |

01:49 PM on Wed Aug 31, 2011

Current Status [Show only clients with red/yellow alerts](#)

Resident #	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark 102	●	●	●	●	●	●	●	●	●	●	●
Cathy Davis 103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards 104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis 105	●	12:12 PM	●	●	●	●	●	●	●	●	●
Fran German 106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder 107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland 108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs 109	●	●	●	●	●	●	●	●	●	●	●
Jessie King 110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown 150	●	●	●	●	●	●	●	●	●	●	●

Review [Alerts/Actions](#) or [Motion Through Door](#) or [Client Norms/Reports](#) for Group Pine Crest Village

Review [Alerts/Actions](#) for Institution Pine Crest Village

[Test Pagers](#) for Pine Crest Village

Change your [password/email](#) or your [notification options](#)

[Add a new resident](#)

- Click **Set Client Vacation/Away** on the left side of the screen as indicated by the red box in the following example:

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Edit Account

ID: 7295

Vacation/Away: **Set client Vacation/Away**

[Change alert settings \(bathroom fall, bedroom-exit\)](#)

[\(Alert history\)](#)

[\(Latest times per sensor\)](#)

[\(View detailed events during time window\)](#)

[\(Notify QuietCare of client room change\)](#)

[\(Notify QuietCare of client ce-activation\)](#)

Part I. Client
Enter any changes then click 'Update'.

First Name

Last Name

Sex

Time Zone

Country

Telephone (Home) (Note: also tell Monitoring Center if applic.)

Room # (only when multiple clients in same bldg.)

Monitoring Account:

Part II. Caregiver(s)
Before adding or editing caregiver information, be sure to save any changes to Client profile above by clicking 'Update' button.

Click on Caregiver's name to view/edit information.

#	ID	Name	Email	Pager1
1.	3928	AL Coordinator	alc@pinecrest.org	

- Enter the Month, Day, Year and time the resident will leave and the Month, Day, Year and time the resident will return:

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Submit Client Vacation/Away-From-Home period

status: OK

Anne Brown will be leaving the house on at

and returning home at at

Alerts will resume as appropriate.

4. Click **Submit Vacation Dates**.
5. Click the back arrow on your browser two times to return to the Client Summary page.
6. Click **Refresh** on your browser. You should see the message Status = Vacation on the screen header.

Removing a Resident's Vacation Setting

Complete the following steps to remove a vacation or an away-from-home setting:

1. From the Group Summary screen, click the name of the resident you wish to remove from vacation.
2. Click the gray dot to the right of the words Client Settings.
3. Click **Set Client Vacation/Away** on the left side of the screen.
4. Click the **Reset Current Vacation Dates** box. The client has now been removed from vacation.
5. Confirm by clicking your browser's back arrow two times to return to the Client Summary screen.
6. Click **Refresh** on your browser. The client should now be off vacation status.

Notifying QuietCare When a Resident Changes Rooms

If a resident changes rooms, complete the following steps to notify the QuietCare database so that norms established for the resident will follow to the new room. Note that QuietCare settings for the resident will also carry over with the room change.

1. Click the dot in the **Client Settings** column that corresponds to the resident. In the following

example, the caregiver is changing settings for Anne Brown as indicated by the red box:

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01:49 PM on Wed Aug 31, 2011

Current Status Show only clients with red/yellow alerts

Resident	#	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark	102	●	●	●	●	●	●	●	●	●	●	●
Cathy Davis	103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards	104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis	105	●	12:12 PM	●	●	●	●	●	●	●	●	●
Fran German	106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder	107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland	108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs	109	●	●	●	●	●	●	●	●	●	●	●
Jessie King	110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown	150	●	●	●	●	●	●	●	●	●	●	●

Review Alerts/Actions or Motion Through Door or Client Norms/Reports for Group Pine Crest Village

Review Alerts/Actions for Institution Pine Crest Village

Test Pagers for Pine Crest Village

Change your password/email or your notification options

Add a new resident

- Click **Notify QuietCare of Client Room Change** on the left side of the screen as indicated by the red box in the following example:

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Edit Account

ID: 7295

Vacation/Away: [Set client Vacation/Away](#)

[Change alert settings \(bathroom fall, bedroom-exit\)](#)

[Alert history](#)

[Latest times per sensor](#)

[View detailed events during time window](#)

[Notify QuietCare of client room change](#)

[Notify QuietCare of client de-activation](#)

Part I. Client
Enter any changes then click 'Update'.

First Name

Last Name

Sex

Time Zone

Country

Telephone (Home) (Note: also tell Monitoring Center if applic.)

Room # (only when multiple clients in same bldg.)

Monitoring Account:

Part II. Caregiver(s)
Before adding or editing caregiver information, be sure to save any changes to Client profile above by clicking 'Update' button.

Click on Caregiver's name to view/edit information.

#	ID	Name	Email	Pager1
1.	3928	AL Coordinator alc@pinecrest.org		

- Enter the new room in the **Moving to Room Field**.
- Click **Submit**.

Deactivating a Resident Account

Complete the following steps if a resident moves out of the facility or does not wish to continue using QuietCare monitoring:

1. Click the dot in the **Client Settings** column that corresponds to the resident you are deactivating. In the following example, the caregiver is deactivating Anne Brown's account as

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Welcome: AL Coordinator of Pine Crest Village | Help | Log out |

01:49 PM on Wed Aug 31, 2011

Current Status Show only clients with red/yellow alerts

Resident #	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark 102	●	●	●	●	●	●	●	●	●	●	●
Cathy Davis 103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards 104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis 105	●	12:12 PM	●	●	●	●	●	●	●	●	●
Fran German 106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder 107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland 108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs 109	●	●	●	●	●	●	●	●	●	●	●
Jessie King 110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown 150	●	●	●	●	●	●	●	●	●	●	●

Review Alerts/Actions or Motion Through Door or Client Norms/Reports for Group Pine Crest Village

Review Alerts/Actions for Institution Pine Crest Village

Test Pagets for Pine Crest Village

Change your password/email or your notification options

Add a new resident

indicated by the red box:

2. Click **Notify QuietCare of Client Deactivation** on the left side of the screen as indicated by the red box in the following example:

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Edit Account

ID: 7295

Vacation/Away:

Set client Vacation/Away

Change alert settings (bathroom fall, bedroom-exit)

(Alert history)

(Latest times per sensor)

(View detailed events during time window)

(Notify QuietCare of client room change)

(Notify QuietCare of client deactivation)

Part I. Client

Enter any changes then click 'Update'.

First Name Anne

Last Name Brown

Sex F

Time Zone US/Eastern

Country us

Telephone (Home) home (Note: also tell Monitoring Center if applic.)

Room # 150 (only when multiple clients in same bldg.)

Monitoring Account:

Update

Part II. Caregiver(s)

Before adding or editing caregiver information, be sure to save any changes to Client profile above by clicking 'Update' button.

Click on Caregiver's name to view/edit information.

ID	Name	Email	Pager
3928	AL Coordinator alc@pinecrest.org		

Add non-institutional caregiver

3. Verify that **QuietCare System Left in Room for Next Resident** is selected; you should always leave the equipment in the apartment for the next resident.
4. Click **Submit** to deactivate the resident.

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Deactivate Form | Help | Log out |

Anne Brown (ClientID: 7295)

Date of deactivation:

Will the QuietCare® equipment (Base Unit, Sensors, and Receiver) be uninstalled, or left in the room for the next resident? (Check One):

☒ QuietCare system has been uninstalled.
(Please refer to the "QuietCare® Installation Manual for Installations with Pre-Installed Brackets" Appendix 3 for instructions on how to properly uninstall QuietCare®, and prepare it for the next installation.)

☐ QuietCare system left in room for next Resident
(If the QuietCare system is left installed in a resident's room after deactivation, the base unit's ability to dial in will be suspended. Please refer to the "QuietCare® Installation Manual for Installations with Pre-Installed Brackets" for instructions on how to restore the base unit's dial-in ability.)

Create an Event During Time Window Report

The Event During Time Window report shows sensor activity before, during, and after a designated window of time. This allows you to see what went on in the room including when, and in what order, the sensors fired.

Complete the following steps to create a report:

1. Click the dot in the **Client Settings** column that corresponds to the resident you are for whom you want to set an activity window. In the following example, a time window is being set for Ann

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Welcome: AL Coordinator of Pine Crest Village | Help | Log out |

01:49 PM on Wed Aug 31, 2011

Current Status Show only clients with red/yellow alerts

Resident	#	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark	102	●	●	●	●	●	●	0	●	●	●	●
Cathy Davis	103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards	104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis	105	●	12:12 PM	●	●	●	●	0	●	●	●	●
Fran German	106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder	107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland	108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs	109	●	●	●	●	●	●	●	●	●	●	●
Jessie King	110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown	150	●	●	●	●	●	●	●	●	●	●	●

Review Alerts/Actions or Motion Through Door or Client Norms/Reports for Group Pine Crest Village

Review Alerts/Actions for Institution Pine Crest Village

Test Pagets for Pine Crest Village

Change your password/email or your notification options

Add a new resident

Brown's account as indicated by the red box:

2. Click **View Detailed Events During Time Window** on the left side of the screen.

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Edit Account

ID: 7295

Vacation/Away: [Set client Vacation/Away](#)

[Change alert settings \(bathroom fall, bedroom-exit\)](#)

[\(Alert history\)](#)

[\(Latest times per sensor\)](#)

Part I. Client
Enter any changes then click 'Update'.

First Name

Last Name

Sex

Time Zone

Country

Telephone (Home) (Note: also tell Monitoring Center if applic.)

Room # (only when multiple clients in same bldg.)

Monitoring Account:

Part II. Caregiver(s)
Before adding or editing caregiver information, be sure to save any changes to Client profile above by clicking 'Update' button.

Click on Caregiver's name to view/edit information.

#	ID	Name	Email	Pager
1.	3928	AL Coordinator	alc@pinecrest.org	

3. Enter the date and time range for the report. Note that times must be entered in the format shown:

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members

This takes a window of time (defined in the client's timezone) and looks at raw events data right around that time.

Client ID: 7295

Start time: (yyyy-mm-dd hh:mm)

End time: (yyyy-mm-dd hh:mm)

The report data appears:

Latest actions before window	
Sensor	Last event
6	2011-02-02 12:31:29.00
4	2011-02-02 22:18:39.00
0	2011-02-02 22:19:28.00
10	2011-02-02 22:37:01.00
12	2011-02-02 23:07:47.00
17	2011-02-02 23:33:28.00
18	2011-02-02 23:53:26.00
Detail list of events during window	
Next actions after window	
Sensor	Next event
17	2011-07-18 23:01:22.00
12	2011-07-18 23:01:26.00
10	2011-07-18 23:23:15.00
6	2011-07-19 01:28:12.00
18	2011-07-19 01:28:13.00
0	2011-07-19 01:48:58.00
4	2011-07-19 06:12:48.00

For assistance with this feature contact Care Innovations Customer Support.

Resident Reports

QuietCare establishes norms for the daily activity patterns of the residents it monitors. Alert reports generated by the system indicate changes or deviations from established norms that may signal potential problems. Urgent alerts are reported to assigned caregivers via pager or activated voice notifications to enable immediate response. Non-urgent alerts may not require immediate caregiver attention, but do indicate a disruption in a resident's normal activity pattern. Exact timing of the alert delivery depends on each resident's individual client settings.

This section explains how to interpret the reports QuietCare generates for individual residents. Click on a report name in the following table to see details about the report.

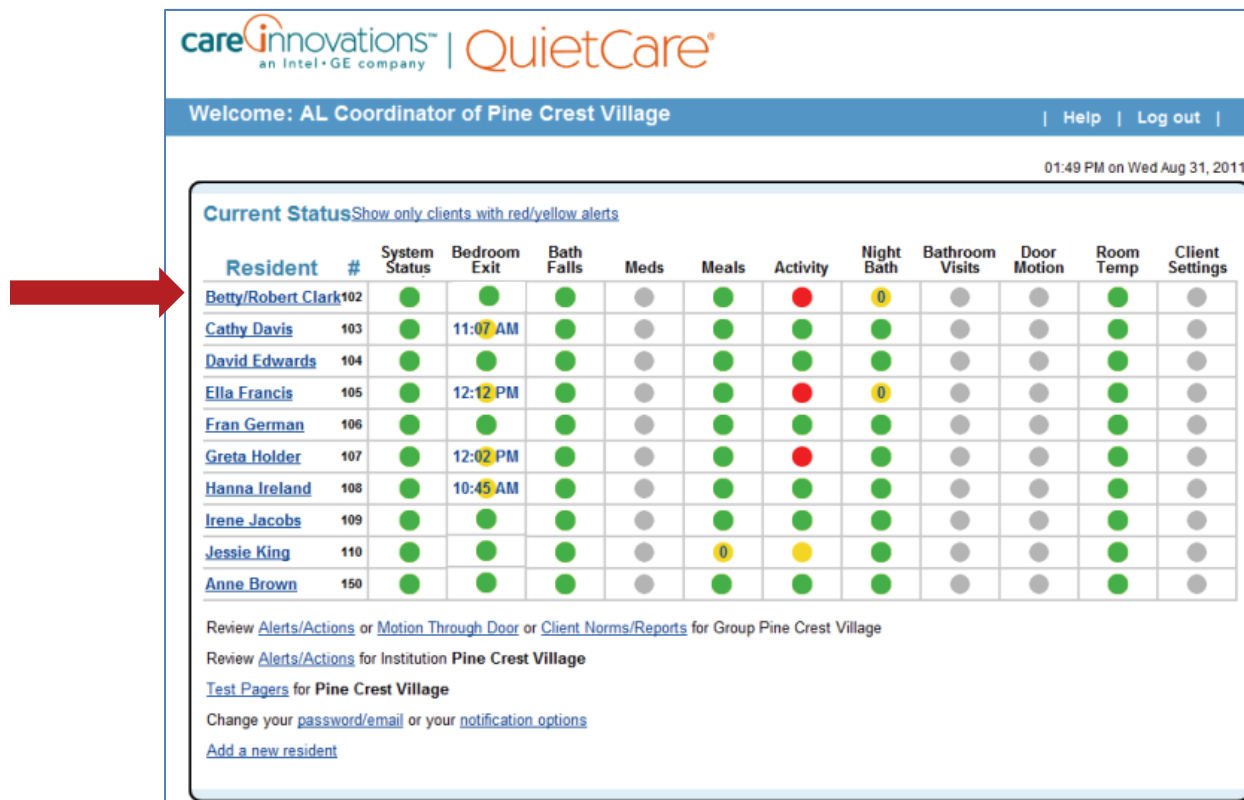
Report	Description
System status	Provides sensor status in the residence including latest motion date and time. Also provides information on battery levels and indicates if a sensor is not functioning. NOTE: For QuietCare — Dial-up, the status includes dial-in history and frequency.
Bedroom Exit	Indicates morning bedroom exit time; alerts are sent if the resident does not leave their bedroom by 10 A.M.
Bathroom Risk	Indicates the total number of events where time in the bathroom exceeded the time expected for a 24-hour period; the current day will be totaled at the end of the day. Alerts are the result of entering the bathroom and not exiting within the specified time limit.
Medication	Indicates total number of medication sensor events for a 24-hour period; the current day will be totaled at the end of the day. No alerts are provided, knowledge of medication regime and sensor location is necessary to evaluate this data. This motion sensor data must be used in conjunction with a detailed understanding of medications and their dosage amounts and timing. This data should not be construed as medical advice in any way.
Activity	Indicates total activity for a 24-hour period. Alerts are the result of significantly lower or higher than average activity in the home.
Night Bathroom Visits	Indicates total number of bathroom visits between 12 A.M. and 6 A.M. or for the specific timeframe entered for the resident. Alerts are the result of significant changes in the number of bathroom visits.

Meal Preparation	Indicates total number of kitchen/meal events for a 24-hour period. Alerts are the result of too few meals/kitchen events
Room Temperature	Indicates the resident's room temperature is below or above a threshold you specify in their account settings.
Bathroom Visits	Indicates the number of visits to the bathroom in a 24-hour period. Daytime visits might represent non-toileting activities. On the detail page you see the time and duration of each bathroom event for the day.
Motion Through Door	Shows the frequency of entrances and exits from residents' apartments from midnight to midnight.
Wander	An alert might be triggered if: <ul style="list-style-type: none"> • The resident leaves their home for 5+ minutes • A visitor/caregiver leaves the home while the resident is asleep
Night Motion	An alert might be triggered if: <ul style="list-style-type: none"> • The resident is getting out of bed at night • Staff fully enters the room during bed check
Client Settings	Client Alert Settings allow you to customize a resident's activity and alert configurations. These are described in Changing a Resident's Alert Settings .
Trend Graph	Tracks changes in Meal Preparation activities, Night Time Bathroom usage, and general Activity levels.
7 Days of Data	The Week Overview screen summarizes all events that have occurred over the past seven days.
Hourly Report	An hour-by-hour report of a resident's activity for the day. Bars on the report graphically depict the total number of sensor events during each hour.
Activity Chart	A near real time graph, incorporating data sent during the last system check-in. Motion through door immediately after the event might indicate caregiver entrance into apartment to check on resident.

Accessing Resident Reports

Complete the following steps to access reports for an individual:



1. Click the resident's name on the Group Summary page. For example, the red arrow in the example below indicates to click Betty and Robert Clark to access their data:



The screenshot shows the QuietCare interface for 'Pine Crest Village'. It features a table with columns for Resident #, System Status, Bedroom Exit, Bath Falls, Meds, Meals, Activity, Night Bath, Bathroom Visits, Door Motion, Room Temp, and Client Settings. The first row, 'Betty/Robert Clark' (ID 102), is highlighted with a red arrow. Other residents listed include Cathy Davis, David Edwards, Ella Francis, Fran German, Greta Holder, Hanna Ireland, Irene Jacobs, Jessie King, and Anne Brown. The interface also includes links for Alerts/Actions, Motion Through Door, Client Norms/Reports, Test Pagers, and notification options.

Resident	#	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark	102	●	●	●	●	●	●	●	●	●	●	●
Cathy Davis	103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards	104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis	105	●	12:12 PM	●	●	●	●	●	●	●	●	●
Fran German	106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder	107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland	108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs	109	●	●	●	●	●	●	●	●	●	●	●
Jessie King	110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown	150	●	●	●	●	●	●	●	●	●	●	●

The Client Summary page for Betty and Robert appears:

Welcome: AL Coordinator of Pine Crest Village

Client Summary: Betty/Robert Clark
As of 02:16PM on Thursday 15 Sep 2011

ADL Status Summary		Night Bathroom Visits																																																																					
System Status	No problems detected																																																																						
Bedroom Exit	Left the bedroom at 07:50am today	<table border="1"> <thead> <tr> <th>Date</th> <th>Start Time</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td>Thu Sep 15, 2011</td> <td>12:11am</td> <td>1 min</td> </tr> <tr> <td>Thu Sep 15, 2011</td> <td>03:22am</td> <td>6 mins</td> </tr> </tbody> </table>	Date	Start Time	Duration	Thu Sep 15, 2011	12:11am	1 min	Thu Sep 15, 2011	03:22am	6 mins																																																												
Date	Start Time	Duration																																																																					
Thu Sep 15, 2011	12:11am	1 min																																																																					
Thu Sep 15, 2011	03:22am	6 mins																																																																					
Potential Bathroom Fall	No suspected falls																																																																						
Medication	0 medication events yesterday																																																																						
Activity	Slightly lower than expected yesterday	<table border="1"> <thead> <tr> <th colspan="3">Motion Through Door at night</th> </tr> <tr> <th>Date</th> <th>Start Time</th> <th>Duration</th> </tr> </thead> <tbody> <tr><td>Thu Sep 15, 2011</td><td>12:01am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>12:03am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>12:06am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>12:07am</td><td>3 mins</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:20am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:22am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:22am</td><td>3 mins</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:26am</td><td>1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:29am</td><td>1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:31am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:32am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:33am</td><td>2 mins</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:40am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:42am</td><td>1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:44am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:47am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:53am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>01:57am</td><td>3 mins</td></tr> <tr><td>Thu Sep 15, 2011</td><td>02:02am</td><td>1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>03:22am</td><td>< 1 min</td></tr> <tr><td>Thu Sep 15, 2011</td><td>03:36am</td><td>< 1 min</td></tr> </tbody> </table>	Motion Through Door at night			Date	Start Time	Duration	Thu Sep 15, 2011	12:01am	< 1 min	Thu Sep 15, 2011	12:03am	< 1 min	Thu Sep 15, 2011	12:06am	< 1 min	Thu Sep 15, 2011	12:07am	3 mins	Thu Sep 15, 2011	01:20am	< 1 min	Thu Sep 15, 2011	01:22am	< 1 min	Thu Sep 15, 2011	01:22am	3 mins	Thu Sep 15, 2011	01:26am	1 min	Thu Sep 15, 2011	01:29am	1 min	Thu Sep 15, 2011	01:31am	< 1 min	Thu Sep 15, 2011	01:32am	< 1 min	Thu Sep 15, 2011	01:33am	2 mins	Thu Sep 15, 2011	01:40am	< 1 min	Thu Sep 15, 2011	01:42am	1 min	Thu Sep 15, 2011	01:44am	< 1 min	Thu Sep 15, 2011	01:47am	< 1 min	Thu Sep 15, 2011	01:53am	< 1 min	Thu Sep 15, 2011	01:57am	3 mins	Thu Sep 15, 2011	02:02am	1 min	Thu Sep 15, 2011	03:22am	< 1 min	Thu Sep 15, 2011	03:36am	< 1 min
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Night Bathroom Visits	2 Night Bathroom Visits last night																																																																						
Meal Preparation	2 Meal Preparation events yesterday																																																																						
Room Temperature	75 °F																																																																						
Bathroom Visits	6 Bathroom Visits yesterday																																																																						
Motion Through Door	31 Motion Through Door events yesterday																																																																						
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Client Settings	Review/edit profile information (incl. Vacation/Away)																																																																						

Review [7 days of data](#)

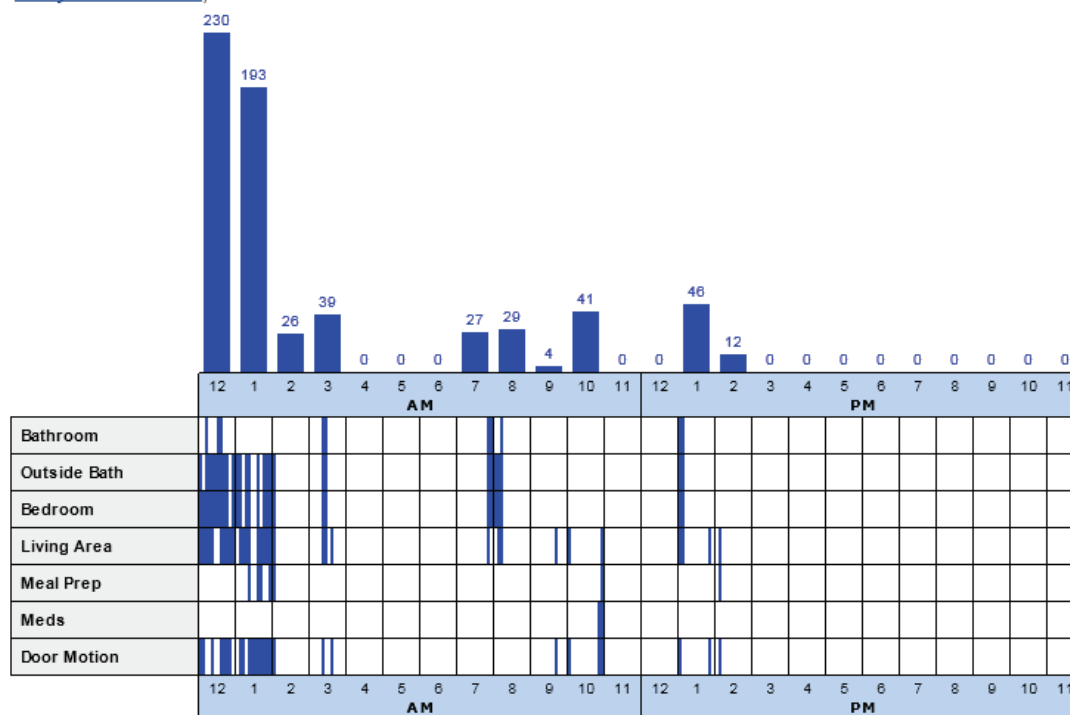
See [hourly report](#) or [activity chart](#) for details.

Change your [password/email](#)

Type of Event	Number	Description	Time
Red Alerts	No alerts today		<input type="button" value="VIEW"/>
Meal Preparation	2		Thu Sep 15, 2011 01:23AM Thu Sep 15, 2011 02:05PM <input type="button" value="VIEW"/>
Bathroom Visits	3		Thu Sep 15, 2011 12:11AM Thu Sep 15, 2011 03:22AM Thu Sep 15, 2011 07:51AM <input type="button" value="VIEW"/>
Motion Through Door	25		Thu Sep 15, 2011 12:01AM Thu Sep 15, 2011 12:03AM Thu Sep 15, 2011 12:06AM Thu Sep 15, 2011 12:07AM Thu Sep 15, 2011 01:20AM Thu Sep 15, 2011 01:22AM Thu Sep 15, 2011 01:22AM Thu Sep 15, 2011 01:26AM Thu Sep 15, 2011 01:29AM Thu Sep 15, 2011 01:31AM Thu Sep 15, 2011 01:32AM Thu Sep 15, 2011 01:33AM

2. To see details for a specific event, click the colored dot. For example, a yellow dot appears next to the Activity summary indicating a departure from their normal activity level. Click the dot to see a graphical representation of their activity details:

Client: [Betty/Robert Clark](#), As of 2011-09-15 15:57:27.014087



- To view a history of an alert or activity, click **View** next to the Event Type on the Client Summary page:

Type of Event	Number	Description	Time	
Red Alerts	No alerts today			VIEW
Medication	1		Wed Aug 31, 2011 10:48AM	VIEW
Meal Preparation	2		Wed Aug 31, 2011 10:48AM Wed Aug 31, 2011 02:07PM	VIEW
Bathroom Visits	2		Wed Aug 31, 2011 11:31AM Wed Aug 31, 2011 01:15PM	VIEW
			Wed Aug 31, 2011 10:24AM Wed Aug 31, 2011 10:26AM Wed Aug 31, 2011 10:28AM	

A history chart of alerts and events appears:

View Alerts								
#	Client	Adl Id	Message Status	Message Time Start (client) Our Activity Time (server)	Door Activity After Alert (client)	Action Time Start (client) Action Time End (client) Action Time Start (server) Action Time End (server)	Action Log Short	Action Log
1	7295 Anne Brown None	Wander (10)	May have wandered	2011-08-28 23:15:32.74	2011-08-28 23:16:05.00 after 00:00:32.25			
2	7295 Anne Brown None	Wander (10)	May have wandered	2011-08-28 03:31:02.89	2011-08-28 03:33:08.00 after 00:02:05.10			
3	7295 Anne Brown None	Wander (10)	May have wandered	2011-08-28 00:48:12.68	2011-08-28 00:51:50.00 after 00:03:37.31			
4	7295 Anne Brown None	Wander (10)	May have wandered	2011-08-27 05:15:47.00	2011-08-27 05:22:24.00 after 00:06:36.99			
5	7295 Anne Brown None	Wander (10)	May have wandered	2011-08-27 02:46:05.63	2011-08-27 02:50:06.00 after 00:04:00.36			

Note: You can also access the alert history shown above by clicking the Alert History link on the Edit Account page for the resident.





WARNING: More than one resident in an apartment significantly limits the ability of QuietCare to alert caregivers to Bathroom Risk, Night Motion, Wander, and changes to Nighttime Bathroom Visits. Consult Care Innovations Customer Support about use of this system in multi-resident apartments.

Visitors staying in the monitored apartment for a period of several days or weeks will alter the baseline values of monitored items, possibly including Nighttime Bathroom Visits, Meal Preparation, and overall Activity Index. Erroneous alerts may be generated either during visitor stays (for levels higher than normal) or after visitor departure (for levels lower than those seen during the visit). The baseline will readjust over the course of the next several days.

System Status Report

The system status report provides a dashboard for sensor statuses and activity, including whether a particular sensor is functioning properly or not, the date and time for the last motion recorded, and other diagnostic information.

Welcome: AL Coordinator of Pine Crest Village
[Help](#) | [Log out](#) |








Cathy Davis
Client ID: 7297

- CLIENT PROFILE
- ALERT SETTINGS
- VACATION
- NOTIFICATION


All Clients : [Cathy Davis](#) : System Status

As of 02:30 pm on Thursday 01 Sep 2011

Sensor Status

Sensor	Status	Latest Motion/Activity	Latest Heartbeat	Voltage
Door-Return Motion	 OK	2011-09-01 11:38:36	2011-09-01 12:27:33	7.20+
Door Motion Sensor	 OK	2011-09-01 11:40:10	2011-09-01 12:27:33	7.20+
Bathroom Outside Sensor	 OK	2011-09-01 11:40:08	2011-09-01 12:27:33	7.20+
Living Area	 OK	2011-09-01 11:40:16	2011-09-01 12:27:33	7.20+
Medication Sensor	 Dead	2011-08-29 07:30:48	2011-08-29 21:48:50	--
Bedroom Sensor	 OK	2011-09-01 11:14:28	2011-09-01 12:27:33	7.20+
Kitchen Sensor	 OK	2011-09-01 07:02:45	2011-09-01 12:27:33	7.20+
Bathroom Sensor	 OK	2011-09-01 11:13:47	2011-09-01 12:27:33	7.20+

Dialin Status

Status	Last Dialin Time
No problems detected 	2011-09-01 15:20:22

Dialin Frequency

4pm - 8pm	8pm - 12am	12am - 4am	4am - 8am	8am - 12pm	12pm - now
6	5	5	5	6	5

Dialin Alert History

No alerts recorded in the past week

Bedroom Exit Report

This report indicates when the resident exited the bedroom in the morning. An alert is sent to the caregiver if the resident does not exit their bedroom by 10 A.M. In the following example, a red dot indicates that the resident exited the bedroom later than normal:

Client Summary: Eleanor P As of 10:10AM on Thursday 18 Dec 2008

ADL Status Summary

System Status	● No problems detected
Bedroom Exit	● Was late in getting out of bed. The first motion event was detected at 08:12am
Potential Bathroom Fall	● No suspected falls
Medication	● No record found
Activity	● Within the expected range yesterday
Night Bathroom Visits	● 1 Night Bathroom Visit last night
Meal Preparation	● 0 Meal Preparation events yesterday
Room Temperature	● 75 °F
Bathroom Visits	● 5 Bathroom Visits yesterday
Motion Through Door	● 47 Motion Through Door events yesterday
Wander	● N/A
Night Motion	● N/A
Client Settings	● Review/edit profile information (incl. Vacation/Away)
Trend Graph	● View long-term trend graph

See [hourly report](#) or [activity chart](#) for details.

Type of Event	Number	Description	Time
Red Alerts	1	AM Bedroom Exit	Thu Dec 18, 2008 08:11AM
Bathroom Visits	3		Thu Dec 18, 2008 01:47AM Thu Dec 18, 2008 08:14AM Thu Dec 18, 2008 09:38AM
Motion Through Door	8		Thu Dec 18, 2008 01:47AM Thu Dec 18, 2008 01:48AM Thu Dec 18, 2008 01:51AM Thu Dec 18, 2008 08:12AM Thu Dec 18, 2008 08:23AM Thu Dec 18, 2008 09:25AM Thu Dec 18, 2008 09:38AM

Arrow 1:

The red dot indicates that the resident exited the bedroom later than normal. First motion was detected in her residence at 8:12 A.M.

Arrow 2:

Click the **gray Motion Through Door dot** to view next motion through door.

Arrow 3:

Click **Activity chart** for near real time sensor events around the time of the alert.

Arrow 4:

On this and every screen where the buttons appear, click **View** for a log of all activity for a resident in the category indicated.

Bathroom Risk Report

This report indicates a possible bathroom fall.



WARNING: QuietCare does not detect falls but alerts you to conditions that might indicate a fall. A lengthy bathroom stay can indicate a problem preventable by early intervention.

Client Summary: Bess L

As of 04:18PM on Thursday Sep 15, 2011

ADL Status Summary		
System Status	<div></div>	No problems detected
Bedroom Exit	<div></div>	Left the bedroom at 06:51am today
Potential Bathroom Fall	<div></div>	At least one fall may have occurred
Medication	<div></div>	No record found
Activity	<div></div>	Within the expected range yesterday
Night Bathroom Visits	<div></div>	2 Night Bathroom Visits last night
Meal Preparation	<div></div>	3 Meal Preparation events yesterday
Room Temperature	<div></div>	74 °F
Bathroom Visits	<div></div>	10 Bathroom Visits yesterday
Motion Through Door	<div></div>	38 Motion Through Door events yesterday
Wander		N/A
Night Motion		N/A
Client Settings	<div></div>	Review/edit profile information (incl. Vacation/Away)

Night Bathroom Visits		
Date	Start Time	Duration
Thu Sep 15, 2011	01:24am	18 mins
Thu Sep 15, 2011	02:53am	7 mins

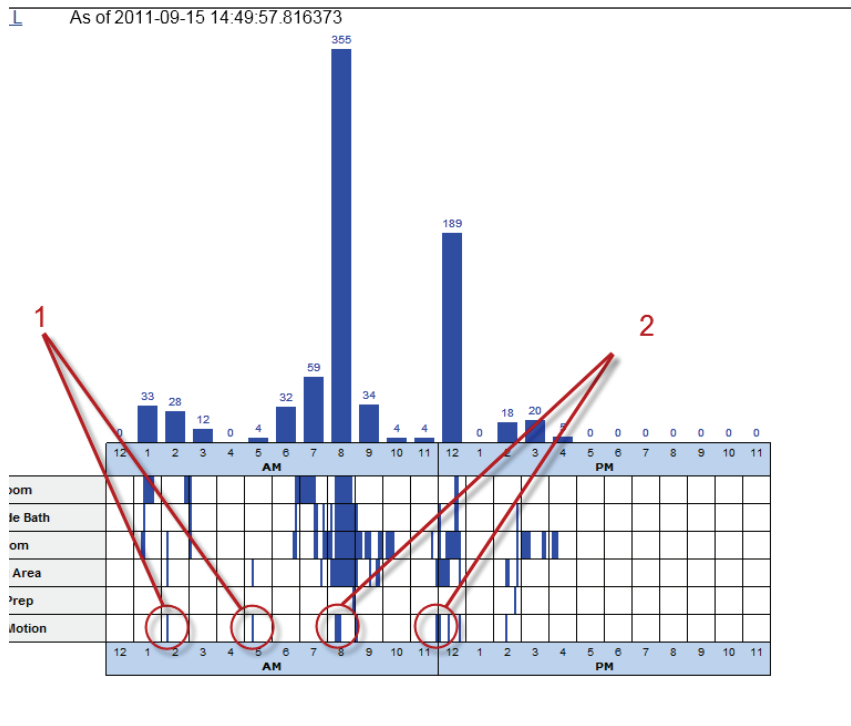
Motion Through Door at night		
Date	Start Time	Duration
Thu Sep 15, 2011	02:12am	< 1 min
Thu Sep 15, 2011	02:12am	< 1 min
Thu Sep 15, 2011	05:18am	< 1 min

Type of Event	Number	Description	Time	
Red Alerts	1	Possible Bathroom Fall	Thu Sep 15, 2011 02:10AM	VIEW
Meal Preparation	2		Thu Sep 15, 2011 08:59AM Thu Sep 15, 2011 02:46PM	VIEW
Bathroom Visits	5		Thu Sep 15, 2011 01:24AM Thu Sep 15, 2011 02:53AM Thu Sep 15, 2011 06:51AM Thu Sep 15, 2011 08:17AM Thu Sep 15, 2011 12:35PM	VIEW
Motion Through Door	14		Thu Sep 15, 2011 02:12AM Thu Sep 15, 2011 02:12AM Thu Sep 15, 2011 05:18AM Thu Sep 15, 2011 08:16AM Thu Sep 15, 2011 08:19AM Thu Sep 15, 2011 08:20AM Thu Sep 15, 2011 08:26AM Thu Sep 15, 2011 08:27AM Thu Sep 15, 2011 09:00AM Thu Sep 15, 2011 11:59AM Thu Sep 15, 2011 12:21PM Thu Sep 15, 2011 12:46PM Thu Sep 15, 2011 12:48PM Thu Sep 15, 2011 02:28PM	VIEW

Arrow 1:
A red Possible Bathroom Fall alert is shown.

Arrow 2:
Time of the alert is indicated.

Arrow 3:
Next motion through door might indicate caregiver response.



Click **Activity Chart** on the resident's Client Summary screen to see a near real time graphical representation of events over the past 15 hours, from midnight to just past 3 pm. The height of the blue bars and the index numbers above them indicate a high level of activity.

Arrow 1: Scheduled caregiver bed checks.

Arrow 2: Might be caregiver response to Possible Bathroom Fall alert.

Medication Management

To help ensure that residents on medication regimens adhere to them, QuietCare can detect when and how often a resident accesses his or her medication storage area. The caregiver can correlate this information with knowledge of the resident's medication schedule to gain insights into their compliance and the potential need for medication management services.



WARNING: Although a sensor event can report that the medication box was opened, it should not be considered verification that the medication or the correct medication dose was taken.

1. Click the resident's name (1) to access details. A gray dot in the Meds column indicates that QuietCare is monitoring the resident for medication management purposes:

Resident	#	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Edward Sp	227	●	●			●	●	●	●	●	●
Margaret O'C	228	●	●			●	●	●	●	●	●
Sabina D	229	●	●			●	●	●	●	●	●
Mary Ellen McG	230	●	●			●	●	●	●	●	●
Katherine R	231	●	●			●	●	●	●	●	●
Maggie B	232	●	●			●	●	●	●	●	●
Elizabeth G	233	●	●			●	●	●	●	●	●
Winifred S	234	●	●			●	●	●	●	●	●
Diane R	235	●	●			●	●	●	●	●	●
Jean del	236	●	●			●	●	●	●	●	●
Frances M	104	●	●	●	●	●	●	●	●	●	●
Angela C	105	●	●		●	●	●	●	●	●	●
Larry M	106	●	●		●	●	●	●	●	●	●

The resident's Summary screen shows that she had 7 medication events yesterday:

HELP | LOG OUT | Welcome: **Client Summary: Frances M.** As of 06:35AM on Tuesday 23 Mar 2010

ADL Status Summary System Status: ● No problems detected Bedroom Exit: ● Is not supposed to leave the bedroom yet Potential Bathroom Fall: ● No suspected falls Medication: ● 7 medication events yesterday Activity: ● Within the expected range yesterday Night Bathroom Visits: ● No current data available Meal Preparation: ● No record found Room Temperature: ● 77 °F Bathroom Visits: ● 7 Bathroom Visits yesterday Motion Through Door: ● 46 Motion Through Door events yesterday Wander: ● N/A Night Motion: ● N/A Client Settings: ● Review/edit profile information (incl. Vacation/Away)		Night Bathroom Visits <table border="1"> <thead> <tr> <th>Date</th> <th>Start Time</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td colspan="3">No night bathroom visit events found</td> </tr> </tbody> </table> Motion Through Door at night <table border="1"> <thead> <tr> <th>Date</th> <th>Start Time</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td>Tue Mar 23, 2010</td> <td>04:43am</td> <td>< 1 min</td> </tr> <tr> <td>Tue Mar 23, 2010</td> <td>05:00am</td> <td>< 1 min</td> </tr> </tbody> </table>	Date	Start Time	Duration	No night bathroom visit events found			Date	Start Time	Duration	Tue Mar 23, 2010	04:43am	< 1 min	Tue Mar 23, 2010	05:00am	< 1 min
Date	Start Time	Duration															
No night bathroom visit events found																	
Date	Start Time	Duration															
Tue Mar 23, 2010	04:43am	< 1 min															
Tue Mar 23, 2010	05:00am	< 1 min															

Review [7 days of data](#)
 See [hourly report](#) or [activity chart](#) for details
 Change your [password/email](#)

Type of Event	Number	Description	Time	
Red Alerts	No alerts today			VIEW
Motion Through Door	2		Tue Mar 23, 2010 04:43AM Tue Mar 23, 2010 05:00AM	VIEW

2. Click the **Medication** gray dot to see how many times the resident accessed her medication box over the past 7 days:

Medication Events for the Last 7 Days

This motion sensor data must be used in conjunction with a detailed understanding of medications and their dosage amounts and timing. This information should not be construed as medical advice in any way.

- Indicates total number of medication sensor event for 24 hour period; the current day will be totalled at the end of the day
- No alerts are provided, knowledge of medication regime and sensor location is necessary to evaluate this information

Date	Number of Events		
Tue 23 Mar 2010	<input checked="" type="checkbox"/>		VIEW
Mon 22 Mar 2010	7	<input checked="" type="checkbox"/> 8:14 am <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	VIEW
Sun 21 Mar 2010	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	VIEW
Sat 20 Mar 2010	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	VIEW
Fri 19 Mar 2010	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	VIEW
Thu 18 Mar 2010	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	VIEW
Wed 17 Mar 2010	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	VIEW

2 **1 medication event for Tuesday 23 Mar 2010.**

This motion sensor data must be used in conjunction with a detailed understanding of medications and their dosage amounts and timing. This information should not be construed as medical advice in any way.

Date	Time
Tue Mar 23, 2010	8:14 AM

Arrow 1:

Show the times the medication box was accessed by passing the cursor over the checked boxes.

Arrow 2:

A history of medication box access times allows the caregiver to correlate this information with the resident's medication schedule to gain insights into regimen compliance.

Arrow 3:

The resident accessed the medication box more often than usual.

Arrow 4:

Click **View** next to the seven checked boxes to see the medication events screen showing what times of day the resident accessed her medication storage area (example shown on next page). This data allows you to ascertain if she is maintaining a regular medication regimen.

A slight deviation from an established pattern such as this

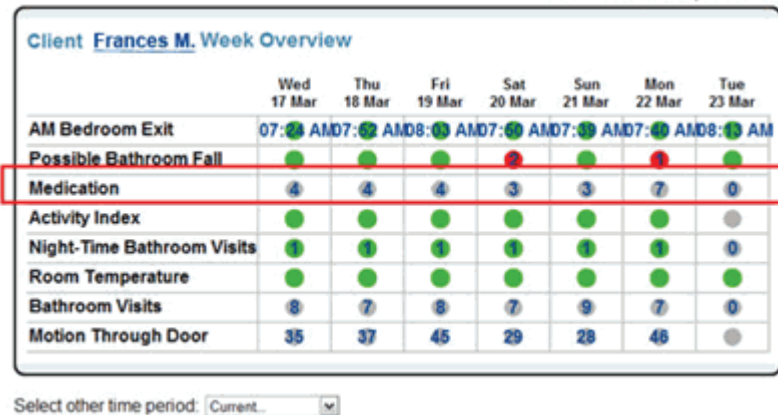
(going from 3 and 4 trips to the medication box to 7) may require investigation to help ensure that the resident maintains a consistent medication schedule.

Figure 10: A resident’s medication events for Monday, March 22, 2011

7 medication events for Monday 22 Mar 2011	
This motion sensor data must be used in conjunction with a detailed understanding of medications and their dosage amounts and timing. This information should not be construed as medical advice in any way.	
Date	Time
Mon Mar 22, 2011	8:18 AM
Mon Mar 22, 2011	12:45 PM
Mon Mar 22, 2011	1:49 PM
Mon Mar 22, 2011	2:25 PM
Mon Mar 22, 2011	2:44 PM
Mon Mar 22, 2011	4:11 PM
Mon Mar 22, 2011	7:32 PM

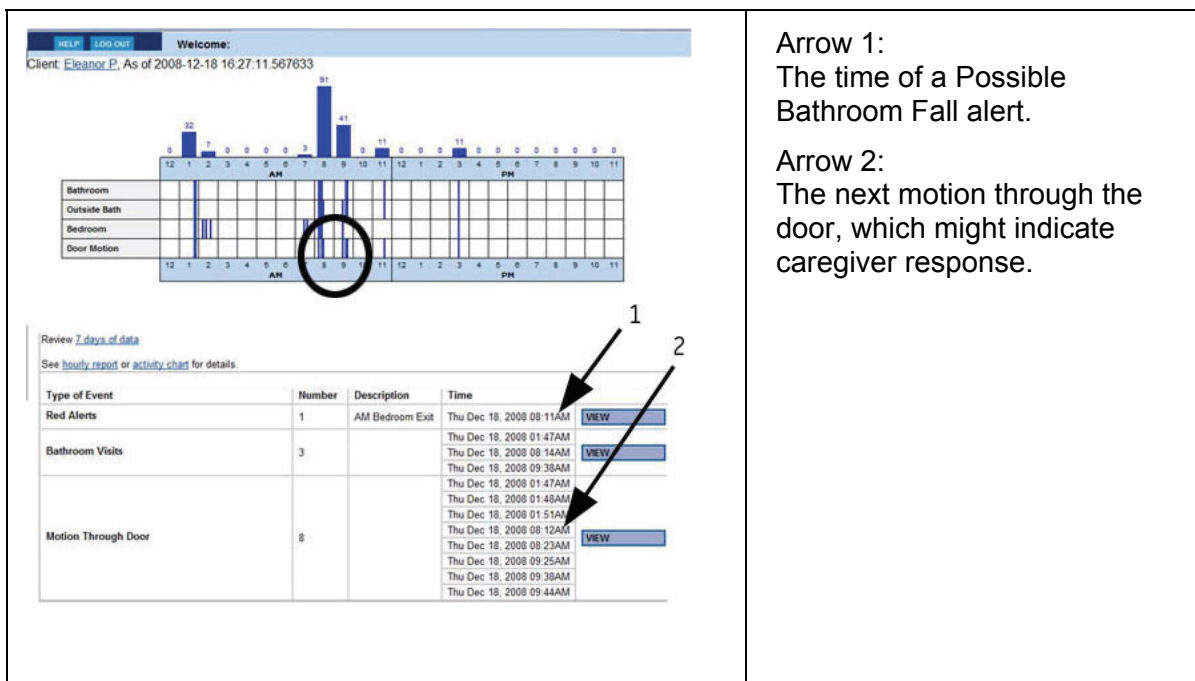
3. On the resident's Summary screen, click **Seven Day Summary** to show a history of her medication events over time. The numbers in the gray dots in the Medication row indicate that the resident has had a consistent number of medication events each day until Monday, 22 March, when the number jumped to 7. The **0** in the gray dot for Tuesday, 23 March means that no events have yet been reported.

Figure 11: Overview showing inconsistent medication box access for March 22 and March 23



Activity Report

The Activity chart is near real time. Motion through door immediately after the event might indicate caregiver entrance into the apartment (circle) to check on the resident. The dense bars along the top of the chart indicate high activity during the 1 a.m. to 2 a.m., and bedroom activity from 2 a.m. to 3 a.m. and from 7 a.m. to 8 a.m.



High or Low Activity Alerts

Reports of a significant increase or decrease in a resident's level of activity from day to day can indicate a condition requiring medical attention.

Low activity alerts could mean that the resident:

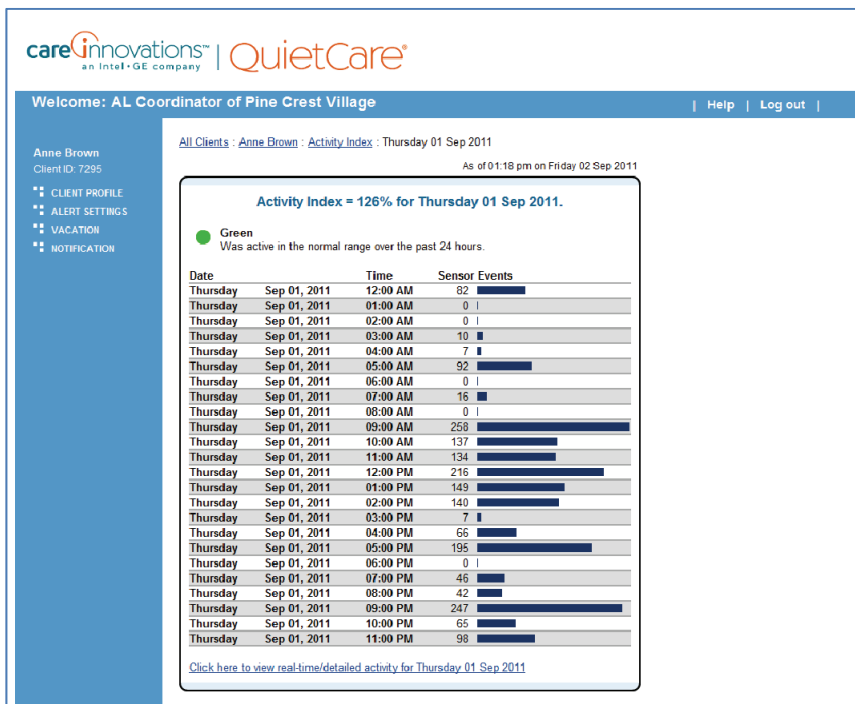
- Might be ill
- Experiences pain when attempting to move
- Is sleeping more.
- Is depressed
- Is spending more time out of the home

High Activity alerts could mean that the resident:

- Might be ill
- May be agitated or distressed
- May be having difficulty sleeping
- May have visitors in their home

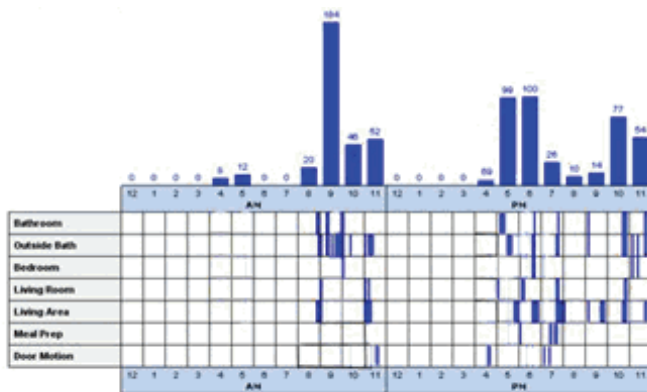
The following example indicates that the resident's level of activity for the day fell within the range established as normal for her:

Figure 12: Overview of residents activity for September 1, 2011



The link at the bottom of the screen displays real-time, detailed data:

Figure 13: Real-time/detailed data for the resident's activity during September 1, 2011



The detailed graph shows that she spent most of the morning between the living room, bedroom, and bathroom. She left the residence at about 11:30 A.M. and returned at around 4:30 P.M. She left her apartment again at around 6:30 P.M. and returned shortly thereafter. At 11:30 P.M., she retired to bed.

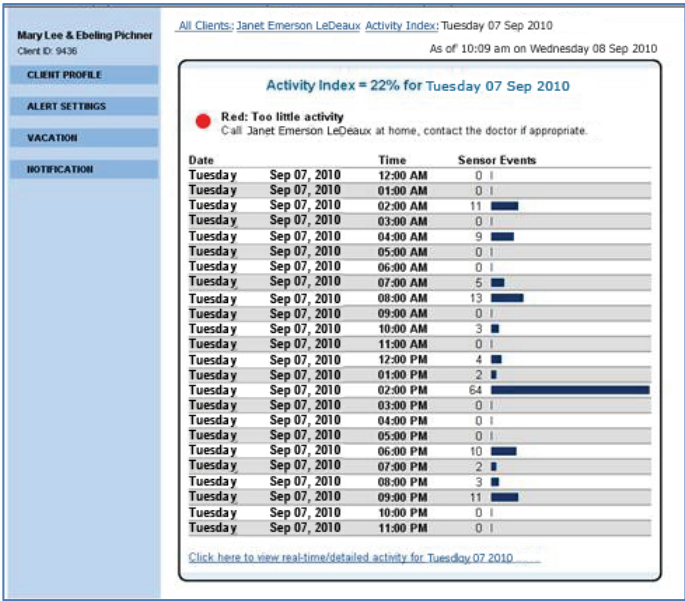
The next day, the resident's activity level dropped significantly triggering an alert to the caregiver.

Figure 14: Client Summary screen showing red activity alert

ADL Status Summary		
System Status	●	No problems detected
Bedroom Exit	●	Left the bedroom at 06:18am today
Potential Bathroom Fall	●	No suspected falls
Medication	●	No record found
Activity	●	Within the expected range yesterday
Night Bathroom Visits	●	1 Night Bathroom Visits last night
Meal Preparation	●	No record found
Room Temperature	●	77 °F
Bathroom Visits	●	16 Bathroom Visits yesterday
Motion Through Door	●	77 Motion Through Door events yesterday
Wander		N/A
Night Motion		N/A
Client Settings	●	Review/edit profile information (incl. Vacation/Away)

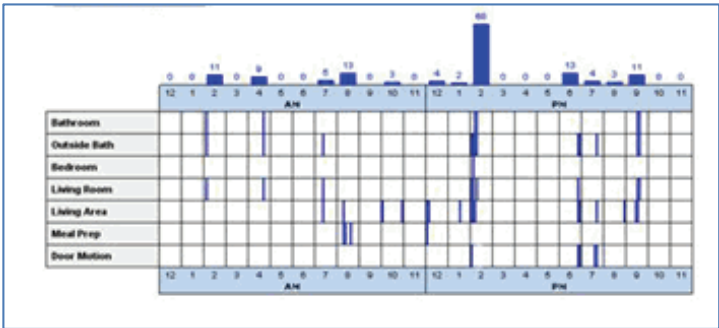
You can view the hour-by-hour details of her day:

Figure 15: Overview of resident’s next day activity



And click the link to see real time/detailed data:

Figure 16: Resident’s real-time/detailed data for the next day’s activity



The graph shows that the resident remained in her apartment for almost the entire day and scarcely moved around. There was no motion through the door until 2:00 P.M. At 6:40 P.M. someone entered her apartment and there was no activity for about 30 minutes. Possibly a staff member entered the apartment and helped the resident to dinner. There was no motion through the door until about 7:10 P.M., presumably the staff member leaving. The day’s last activity occurred at about 9:30 P.M. in the living room.

The resident spent most of the next day in the living room rather than going to her bed. Often, people who are not feeling well are more comfortable resting in a chair than lying down. It is also notable that the length and frequency of the resident’s bathroom visits are lower than normal.

The contrast between the two days is dramatic. On the first day the resident was active and out of the apartment. On the next, she appeared lethargic and may not have eaten breakfast or lunch. Her decline in bathroom visits may indicate fluid retention.

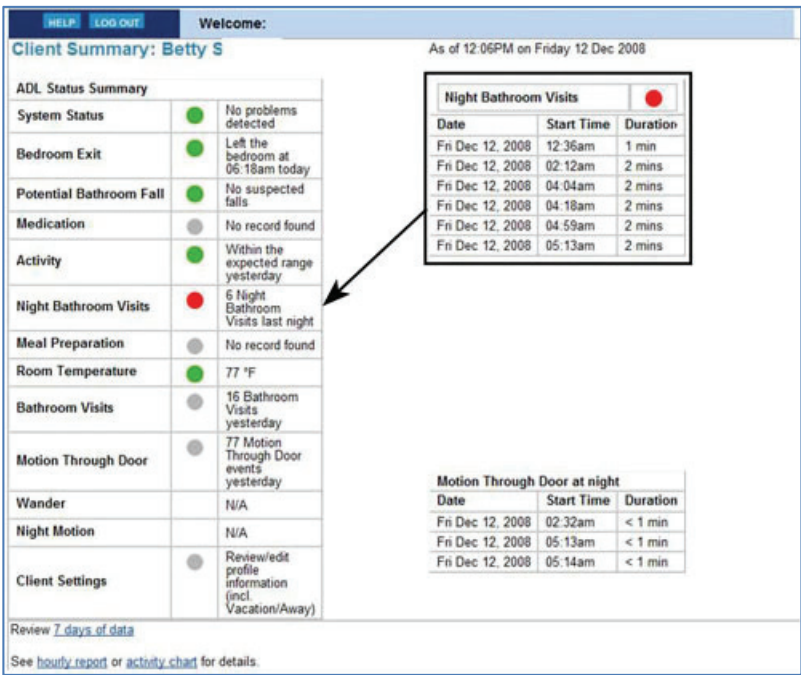
Night Bathroom Visits

This report indicates total number of bathroom visits between 12 A.M. and 6 A.M. A significant change in the number of bathroom visits triggers an alert.

Nighttime Bathroom Visits Red Alert

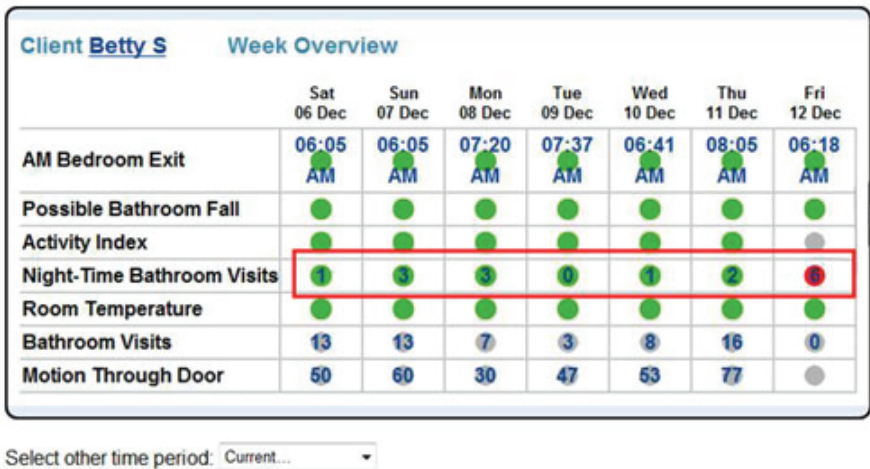
A red Nighttime Bathroom Visits indicator alerts caregivers to potentially significant changes in nighttime bathroom visit routines. Deviations from normal bathroom visit activity may be an indication of a condition that requires attention. Follow your community's protocol for dealing with possible problem conditions. The following figure shows that the resident made 6 visits to the bathroom during the night of Friday, December 12. This represents a significant change from her normal activity. Information in the box provides the start time and duration of each bathroom visit.

Figure 17: Red Night time bathroom visits warning for resident indicating the start time and duration of each bathroom visit



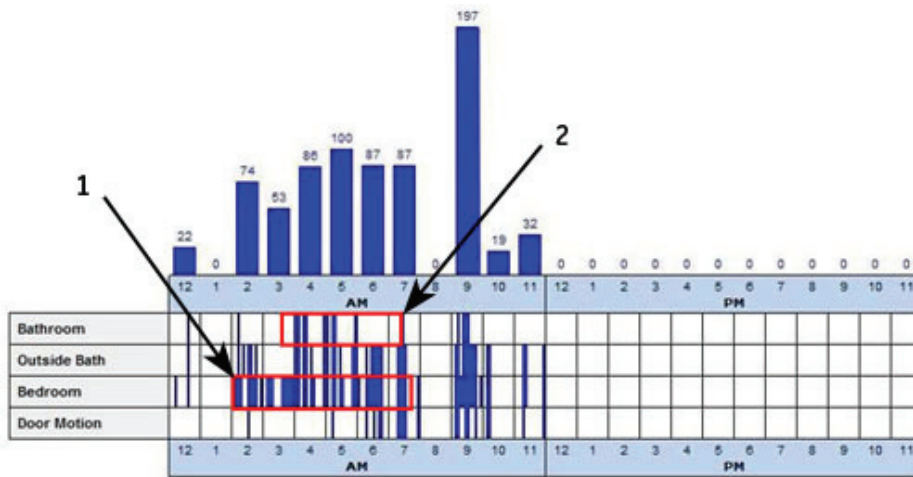
Click **7 Days of Data** at the bottom of the screen to see the resident's normal activity patterns. In the following resident's case, the Week Overview shows that bathroom visits of this frequency are not normal for her.

Figure 18: Week overview of resident's night time bathroom visit activity.



The resident's activity chart for the night of 12 December shows a pattern of frequent trips in and out of the bedroom and trips to the bathroom between 1:30 A.M. and 7:00 A.M. Her sleep disruption during that night may be a symptom of a problem that requires attention.

Figure 19: Resident activity chart showing: 1= frequent trips in and out of the bedroom; 2 = frequent bathroom visits

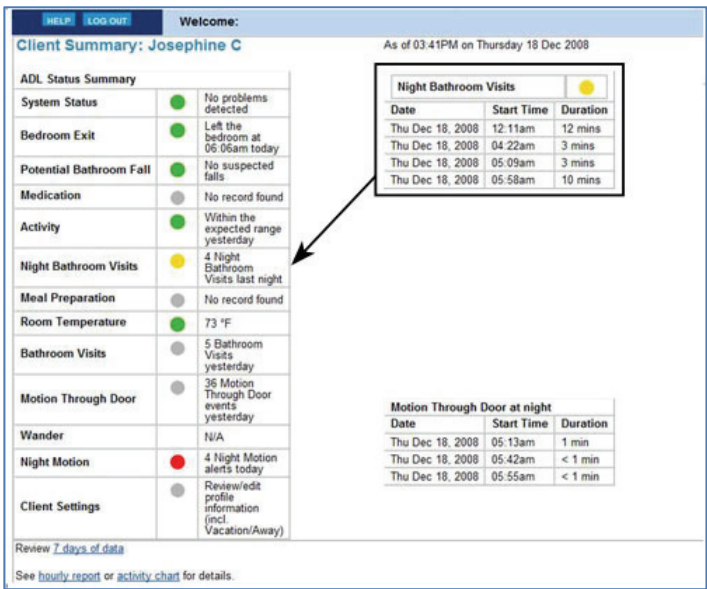


Nighttime Bathroom Visits Yellow Alerts

Yellow alerts in the nighttime bathroom visits category signal a slight change in normal activity that may indicate a potential problem.

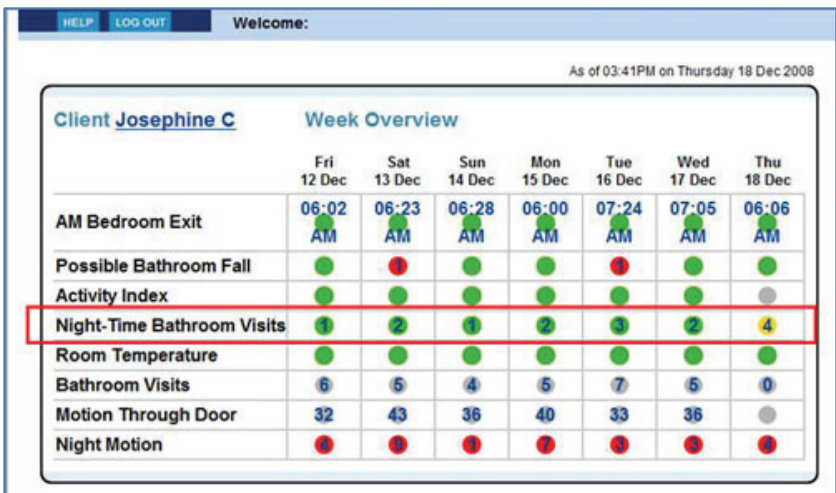
On the Group summary screen, click the **yellow dot** in a resident's Night Bathroom Visits category. The Client Summary screen appears. The following summary screen shows that the resident made 4 bathroom visits the previous night.

Figure 20: Client summary screen indicating 4 bathroom visits during the night of 18 December



To see how the resident's activity deviated from her normal routine, click **7 Days of Data** at the bottom of the page. The Week Overview shows that 4 nighttime bathroom visits is not a significant deviation from her normal pattern, but the pattern should be closely monitored.

Figure 21: Week overview showing a slightly increased number of bathroom visits for 18 December



Meal Preparation Report

QuietCare can accumulate and report data pertaining to activity in the kitchen area. Such activity may be indicative of meal preparation.

Click the dot in the Meals column next to the resident's name to access meal/kitchen activity data.

Figure 22: Meal/kitchen events for the past 7 days

Meal / Kitchen Events for the Last 7 Days		
<ul style="list-style-type: none"> Indicates total number of kitchen/meal events for a 24 hour day Alerts are the result of too few meals/kitchen events Possible causes for red light include: Appetite change, medication change, being away from home 		
Date	Number of Events	
Sun 18 Apr 2010	✓	VIEW
Sat 17 Apr 2010	3 ✓✓✓	VIEW
Fri 16 Apr 2010	1 ✓	VIEW
Thu 15 Apr 2010	0	VIEW
Wed 14 Apr 2010	2 ✓✓	VIEW
Tue 13 Apr 2010	0	VIEW
Mon 12 Apr 2010	1 ✓	VIEW
1 meal preparation event for Sunday 18 Apr 2010.		
Date	Start Time	Duration
Sun Apr 18, 2010	1:11 PM	1 minute

The screen shows that 8 Meals/kitchen events over a period of 7 days. Click **View** to see detailed data for a particular day's events.

Figure 23: Meal/kitchen event details for 17 April, 2010

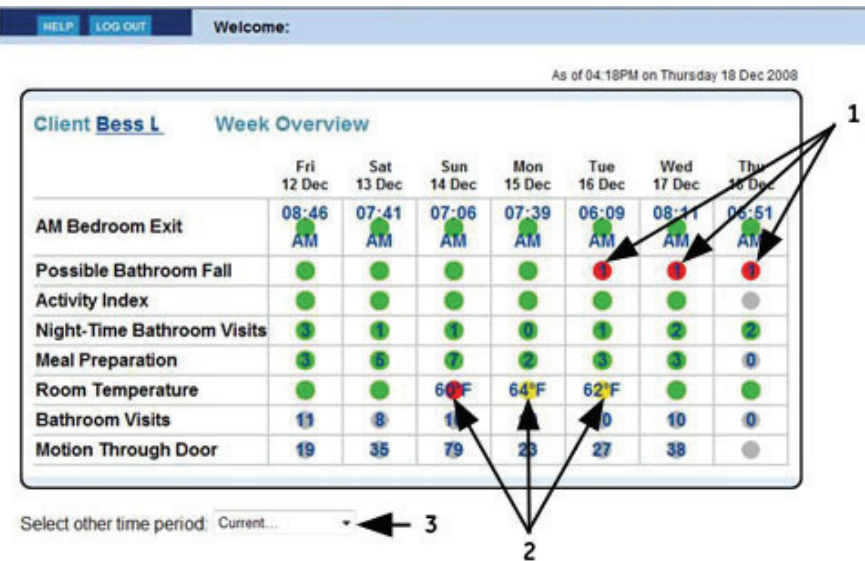
3 meal preparation events for Saturday 17 Apr 2010.		
<div> <div></div> Green Meal preparation was in the normal range. </div>		
Date	Start Time	Duration
Sat Apr 17, 2010	6:03 PM	2 minutes
Sat Apr 17, 2010	12:46 PM	1 minute
Sat Apr 17, 2010	8:35 AM	< 1 minute

Meal/kitchen events may or may not signify the preparation of meals. However, over time a pattern of resident activity relating meal/kitchen events to actual meal preparation may emerge. This information, coupled with the caregiver's observation of eating habits and meal frequency, can serve as a baseline. Significant deviation from this baseline, especially a decrease in meal/kitchen events, may signify a problem that requires closer attention.

Room Temperature Report

The following Week Overview shows that, in addition to three Possible Bathroom Fall alerts, three Room Temperature alerts were also logged: A red alert was sent on Sunday when the room temperature reached 60 degrees, and one yellow alert was sent on Monday and again on Tuesday when the temperature reached the low 60 degree range. Red alerts are generated after four hours of temperature at or below the set low limit. Red alerts are generated after two hours of temperature at or above the high set limit. Significant fluctuations in room temperatures may indicate a problem with the residence’s climate system and should be acted upon.

Figure 24: Week Overview screen for Bess L.



The Week Overview historical summary for the resident.

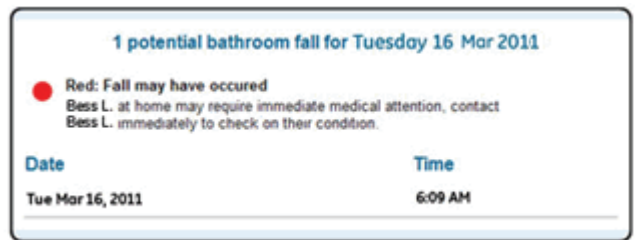
Arrow 1:
Red Possible Bathroom Fall alerts on Tuesday, Wednesday, and Thursday.

Arrow 2:
Room Temperature alerts on Sunday, Monday, and Tuesday.

Arrow 3:
You can call up a historical summary for any seven-day period two months prior to the current date.

Click a **red alert dot** to see details of the alert sent. Click any other dot to see details on that particular category’s daily activity report.

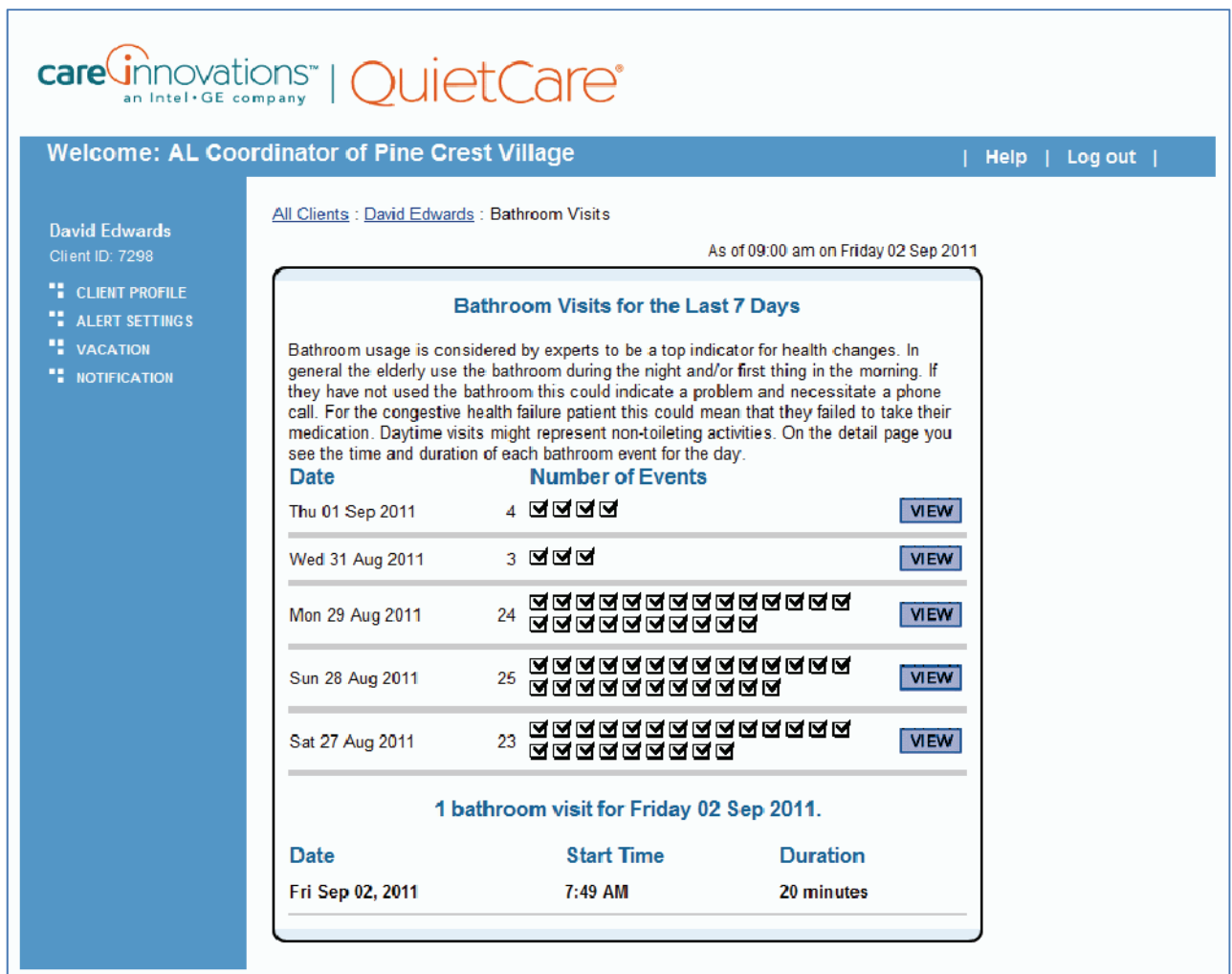
Figure 25: Red Possible Bathroom Fall alert detail for Tuesday, March 16



Bathroom Visits

The Bathroom Visits report shows the number of times the resident went into the bathroom. Note that visits can represent non-toileting activities.



Figure 26: Bathroom visits for seven days with detail for a specific day



Motion Through Door

If a door motion sensor is installed, the Motion Through Door chart shows episodes of activity on the door motion sensor. Note that the sensor does not distinguish between motion into the apartment, out of the apartment, or just near the door.

The following is an example of a Motion Through Door report showing the number of times there was activity through the door on which the sensor is installed. The report shows activity over seven days and activity and duration times for a specific day:

Welcome: AL Coordinator of Pine Crest Village
[Help](#) | [Log out](#)

Fran German
Client ID: 7300






- CLIENT PROFILE
- ALERT SETTINGS
- VACATION
- NOTIFICATION

[All Clients](#) : [Fran German](#) : Motion Through Door

As of 08:46 am on Friday 02 Sep 2011

Motion-Through-Door Events for the Last 7 Days

- Indicates number of times anyone passed through the door
- This could indicate activity by the client, a staff member, or a visitor.

Date	Number of Events	
Thu 01 Sep 2011	18	 VIEW
Wed 31 Aug 2011	14	 VIEW
Mon 29 Aug 2011	106	 VIEW
Sun 28 Aug 2011	87	 VIEW
Sat 27 Aug 2011	92	 VIEW

Motion Through Door for Friday 02 Sep 2011.

Date	Start Time	Duration
Fri Sep 02, 2011	8:34 AM	< 1 minute
Fri Sep 02, 2011	7:10 AM	< 1 minute
Fri Sep 02, 2011	6:29 AM	1 minute
Fri Sep 02, 2011	6:28 AM	1 minute
Fri Sep 02, 2011	6:26 AM	1 minute
Fri Sep 02, 2011	6:25 AM	< 1 minute
Fri Sep 02, 2011	4:21 AM	< 1 minute

Document: DHF-3734
Revision: 1.0

Effective: January 29, 2012
Page 58 of 100

Wander Alert

The optional Wander alert category checks motion in and out of the residence door coupled with a lack of activity within the residence for 45 seconds. If the resident opens the door and returns within 45 seconds, no alert is sent. The system determines a Wander event by sensing activity in the residence, followed by a door sensing motion, followed by at least 45 seconds (default setting) of no activity. Time periods when this alert feature is active can be set via the Customize Client Configuration screen. Call 1-855-885-CARE (2273) or email

support@careinnovations.com for more information. The default setting for Wander alert is **Off** but, if installed on your QuietCare system, it can be activated from the Customize Client Configuration screen.



WARNING: If a caregiver enters the apartment during the period of the day when Wander and/or NightMotion conditions are monitored, certain patterns of activity may trigger erroneous alerts. A staff member entering the room may trigger an unsubstantiated Wander alert.

To view Wander alert data, click the resident's name from the group summary screen to call up the Client Summary screen:

Figure 27: Client Summary screen

No problems detected

Left the bedroom at 04:25am today

No suspected falls

No record found

Slightly lower than expected yesterday

1 Night Bathroom Visit last night

0 Meal Preparation events yesterday

77°F

5 Bathroom Visits yesterday

59 Motion Through Door events yesterday

3 Wander alerts today

3 Night Motion alerts today

Review/edit profile information (incl. Vacation/Away)

Night Bathroom Visits

Date	Start Time	Duration
Mon Mar 22, 2010	03:43am	4 mins

Motion Through Door at night

Date	Start Time	Duration
Sun Mar 21, 2010	11:03pm	< 1 min
Mon Mar 22, 2010	01:05am	< 1 min
Mon Mar 22, 2010	01:05am	< 1 min
Mon Mar 22, 2010	03:15am	< 1 min
Mon Mar 22, 2010	03:47am	< 1 min
Mon Mar 22, 2010	03:49am	< 1 min

for details

Number	Description	Time	
6	Night Motion	Mon Mar 22, 2010 01:05AM	
	Wander	Mon Mar 22, 2010 01:05AM	
	Night Motion	Mon Mar 22, 2010 03:45AM	
	Wander	Mon Mar 22, 2010 03:45AM	VIEW
	Night Motion	Mon Mar 22, 2010 05:55AM	
1	Wander	Mon Mar 22, 2010 05:57AM	
		Mon Mar 22, 2010 10:58AM	VIEW
1		Mon Mar 22, 2010 03:43AM	
			VIEW

Arrow 1:

The summary shows that the resident triggered 3 Wander alerts during the time period set for monitoring.

Arrow 2:

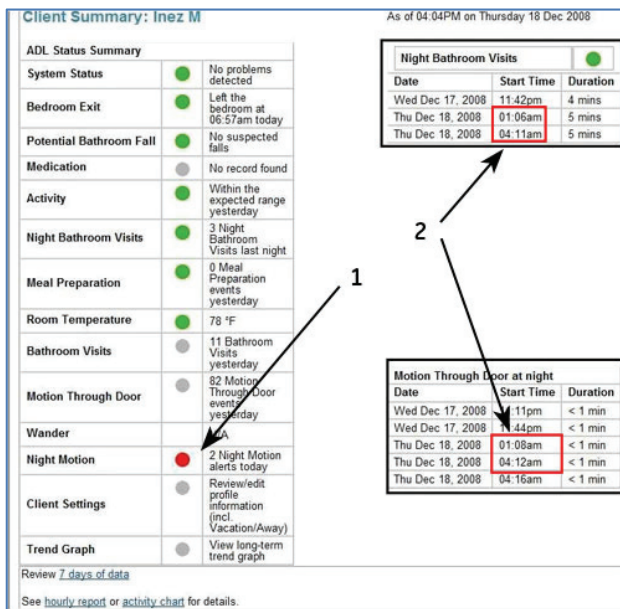
Date and start time of night time motion through the residence door

Night Motion

The optional Night Motion feature monitors if the resident has left the bed and is moving around the apartment at night. Night Motion requires a special sensor, and the feature cannot be activated through your community's website. For information about installing Night Motion, call 1-855-885-CARE (2273) or email support@careinnovations.com.

The time period (default is 8:00 P.M. to 8:00 A.M.) for this category is programmable via the resident's Customize Client Configuration screen. The default setting for Night Motion is **Off**. Night Motion is designed for those residents who present a high fall risk or who need assistance with ambulation. The resident, for whom the summary screen in the following figure is shown, has been identified as a high fall risk or as needing assistance transferring to and from her bed.

Figure 28: Client Summary screen



Arrow 1:

The summary screen shows that the resident has had two urgent Night Motion alerts during the night of Thursday, December 18.

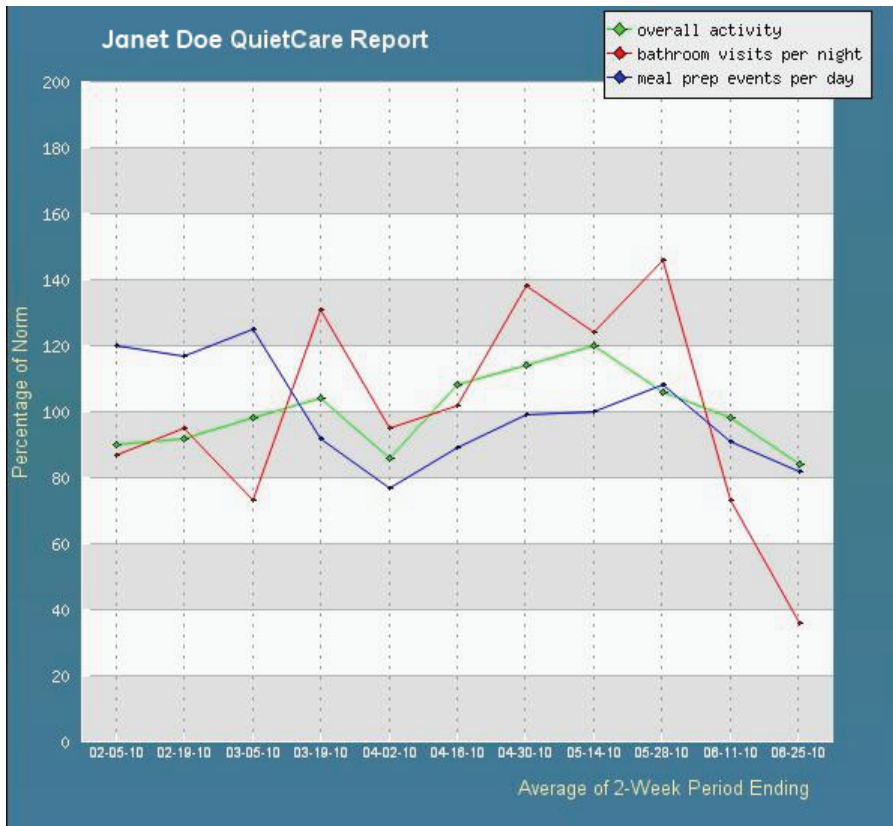
Arrow 2:

Shows that nighttime bathroom visits and motion through door (for caregiver assistance) are closely correlated in time and frequency, with motion through door coming after the night time bathroom visits alert.

Trend Graph

The trend graph tracks changes in Meal Preparation activities, Nighttime Bathroom usage, and general activity levels. It generates averages for two week intervals and displays the data for a period of up to five months. This enables the user to identify subtle, more gradual changes in a resident's activity.

Figure 29: Trend graph for Janet Doe

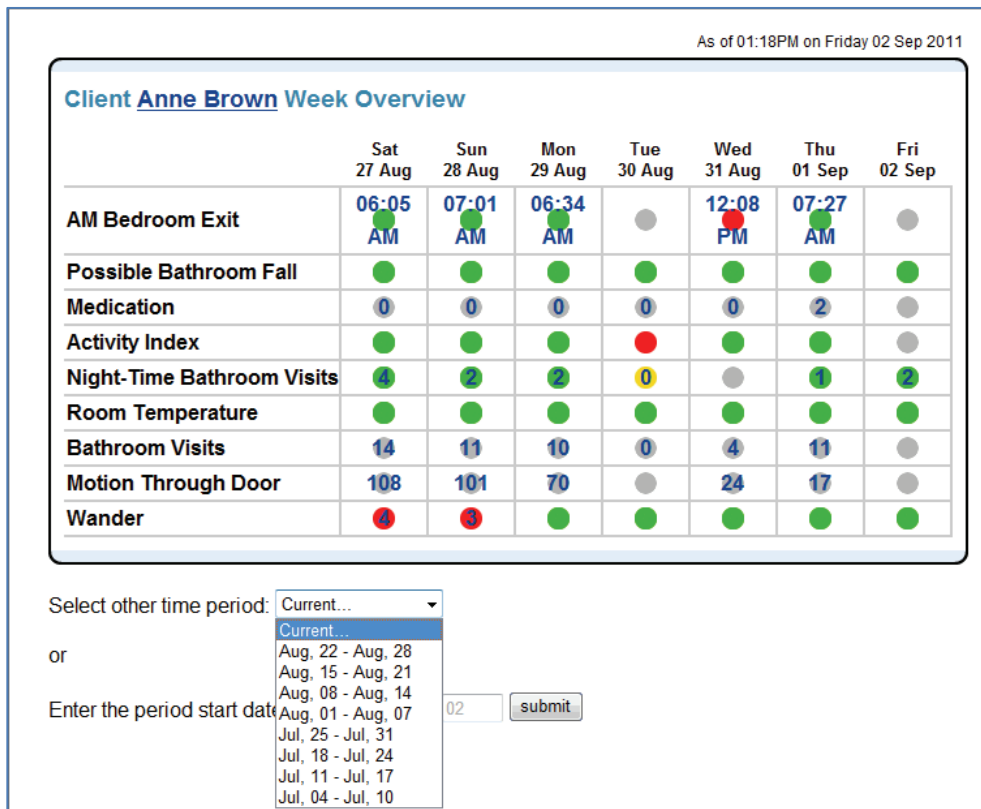


Janet's graph shows a generally stable pattern of overall activity, meal prep events per day, and bathroom visits per night until May 28th, when a steep decline in the percentage of night bathroom visits is shown.

Review 7 Days of Data for a Resident

To see seven days of data for a specific resident click **Review 7 Days of Data** at the bottom of the resident's Summary page. An overview page of the past week's activity appears. To select a different seven-day period click the drop down menu. You can specify any seven-day period within two months prior to the current date.

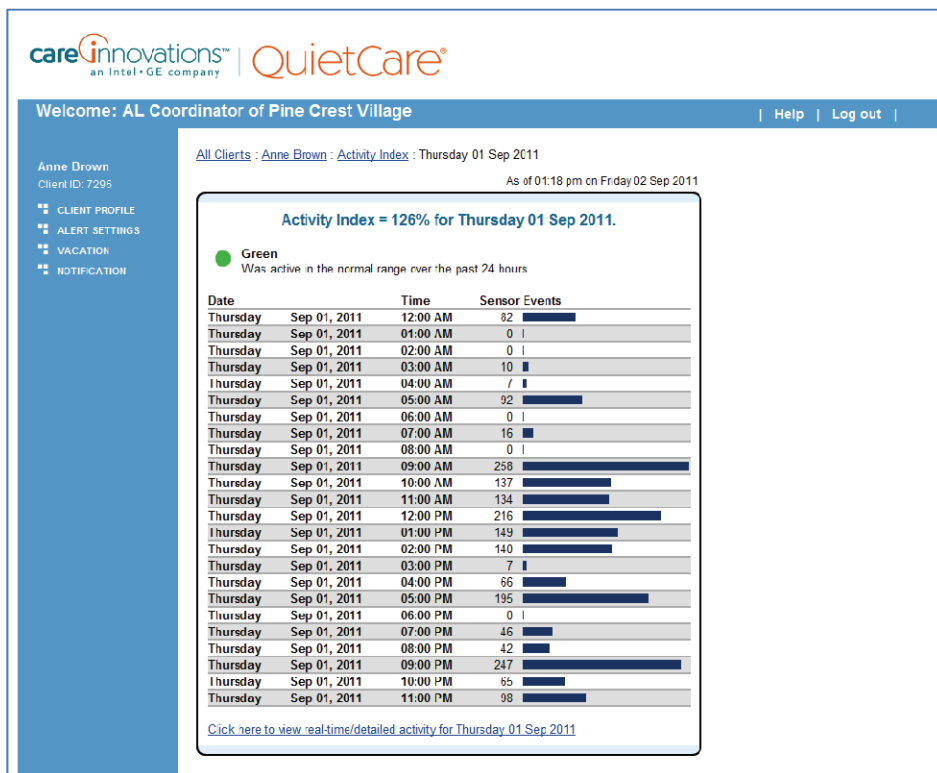
Figure 30: Overview of activity for the past week



View an Hourly Report for a Resident

Click **See Hourly Report** at the bottom of the Client Summary page to see an hour-by-hour report of that resident's activity for the day. If you view data for a date prior to today's date, an Activity Index percentage also appears to indicate overall activity compared to their normal activity level. In the following example, Anne Brown was 26% more active than usual on the date selected.

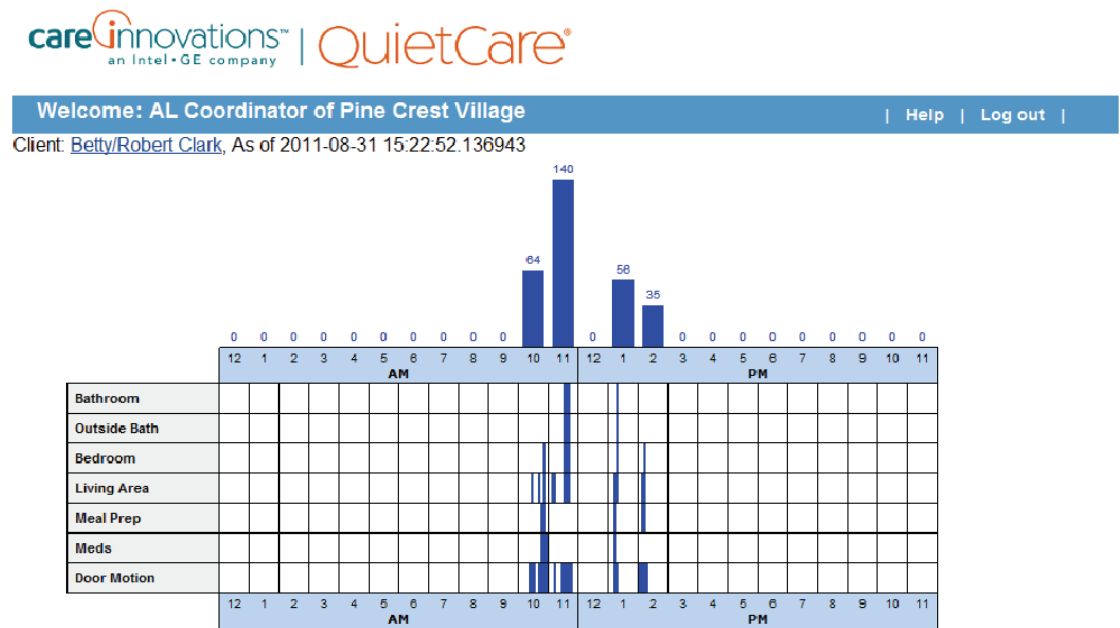
Figure 31: Hour-by-hour index of resident activity



View Resident Activity Chart Details

Click **Activity Chart** to see a chart detailing a resident's daily activity. The chart provides an hour-by-hour analysis of all activity in the living quarters for the 24-hour period from midnight to midnight. The chart is updated approximately every two hours providing near real-time reporting through the system check in. The wide vertical bars along the top depict the total number of sensor events during each hour. The index number above each bar indicates the exact number of sensor events during that hour. The boxes below summarize, by activity code, the number of sensor firings within the time period. Each box is divided into 10 intervals of six minutes each. The placement of thin lines within the box depicts when, within the hour, an event occurred. In general, the density of lines in these boxes reflects levels of activity.

Figure 32: Resident daily activity graph



Resident Population Reports

The Group Summary screen includes links to alerts and actions for the entire institution. This section describes those reports.

Figure 33: The Group Summary screen with links to reports for caregiver groups, and actions and alerts for the entire institution

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01:49 PM on Wed Aug 31, 2011

Current Status [Show only clients with red/yellow alerts](#)

Resident #	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark 102	●	●	●	●	●	●	0	●	●	●	●
Cathy Davis 103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards 104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis 105	●	12:12 PM	●	●	●	●	0	●	●	●	●
Fran German 106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder 107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland 108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs 109	●	●	●	●	●	●	●	●	●	●	●
Jessie King 110	●	●	●	●	0	●	●	●	●	●	●
Anne Brown 150	●	●	●	●	●	●	●	●	●	●	●

Review [Alerts/Actions](#) or [Motion Through Door](#) or [Client Norms/Reports](#) for Group Pine Crest Village

Review [Alerts/Actions](#) for Institution Pine Crest Village

[Test Pagers](#) for Pine Crest Village

Change your [password/email](#) or your [notification options](#)

[Add a new resident](#)

Client Norms and Reports

This section covers reports comparing activities among all monitored individuals. These reports are accessed by clicking **Client Norms/Reports** at the bottom of the Group Summary screen. The following example shows the list of available client norms and reports:

Figure 34: Client Norms and Reports



Unlike other QuietCare alerts generated by variations in an individual's activity, these reports enumerate the actual level of activity comprising that norm. These reports compare and rank activities among all residents within the community. Reports rank residents from those with the most events in a selected category to those with the least. This information can help you better allocate your caregiver resources. The Sleep Index reports level of activity during the previous night. All other reports are based on a seven day norm.

Client Norms reports differ from alerts in that they catalog the actual level of activity that characterizes an individual resident's activity.

These management tools provide one-page summary charts ranking the activity of all participants, contrasting their ranking within the designated categories, and enabling you, at a glance, to prioritize service delivery. The information is provided in descending order of frequency. The reports also provide live links to more detailed information on each individual's web page.

The following table provides a brief description of the Client Norm reports:

Monitored Activity	Details
Sleep Disturbance	The Sleep Disturbance report encompasses a single night's activity data, providing a count of activity minutes between 10:00 P.M. and 6:00 A.M. (default) and the total number of hours in which some activity was detected. Sleep disturbance can be indicative of a wide range of medical problems and may signal an elevated fall risk.
Bathroom Visits	This 7-day report lists the average number of bathroom visits each individual made during the previous 7-day period. Some individuals may have a relatively normal number of nighttime bathroom visits but have a high number of visits during the day.
Nighttime Bathroom Visits	This report lists the average number of nighttime bathroom visits during the previous 7-day period. Because the non-urgent alerts are based on deviations from the clients' individual norms, persons with chronically high numbers of bathroom visits might go unnoticed. This and other activity-based reports are especially valuable when first implementing QuietCare in a community in order to understand what constitutes baseline activity.
Bathing Indicator	This report is designed to help identify residents who may not be bathing and, therefore, might need encouragement or assistance.
Bathroom Risk	By listing all individuals with Possible Bathroom Fall alerts (and the average number of such alerts) the reports can be used to allocate staff resources and to document the need for additional care levels.
Meal Preparation	This feature lists all residents and the average number of meal preparation events per day (midnight to midnight) each had during the previous 7-day period (midnight to midnight).
Medication Access	For individuals with a medication sensor, this report notes the total number of medication related events (the number of times the resident was in the medication storage area during the previous 24 hours).
AM Bedroom Exit	Lists all individuals who had a bedroom exit alert and the daily average of such events over a 7-day period.
Motion Through Door	For residents who are scheduled to have bed checks or assistance with toileting, this report can indicate if such services were performed.
Wander (optional)	This feature lists all clients programmed for the Wander alert

Monitored Activity	Details
	and the average number of such events each individual had.
Night Motion (optional)	This feature lists all clients programmed for the Night Motion alert and the average number of such events each individual had during the night.

Click on a report name on the QuietCare Reports screen to review the data. For example, clicking Sleep Disturbance will call up a screen that shows the number of minutes or hours that a resident showed activity between 10:00 P.M. and 6:00 A.M. To see details for a specific resident, click their name to see individual detail from the previous night.

Figure 35: Sleep disturbance overview for all residents

partners ADL typical values for clients

Sleep disruption last night

The count of minutes and hours during which a client showed ac

Click on a client name to see the detail for last night.

Name	Room	Minutes with Activity	Hours with Activity
Anna D	E116	84	6
Helen M	D108	61	5
Dave W	D111	51	7
Ralph & Irene C	E115	50	8
Evelyn L	D112	49	6
Elizabeth W	E132	44	3
Lillie B	E107	44	3
Ann T	E113	43	8
Geraldine W	D110	43	6
Marie B	D105	37	6
Anna B	D132	36	4
Peg S	E114	35	5
Helga D	E129	30	6
Marilyn S	D128	25	2
Evelyn Lo	D125	23	2
Bill D	D127	21	4
Marguerite H	D107	20	3
Katherine M	E130	18	2
Lillian D	E108	16	2
Elizabeth F	E106	15	6
Barbara D	E131	13	4
Setrak P	E105	13	3
Anne M	E126	12	3
Ruth&Bill D	E308	10	3
May T	E127	7	2
Salvatore N	D130	6	2
Dorothea P	E128	5	2
Catherine P	D131	1	1

Information in this report, as in all ADL (Activities of Daily Living) reports, is sorted in descending order of frequency. The data in the figure shows that resident Anna D. experienced a somewhat restless night, while resident Catherine P. had little activity during the night.

In addition to elevating a resident's fall risk, a large number of minutes of activity during the night may indicate sleep disturbance, which is suggestive of a wide range of medical problems.

Report on Motion Through Door

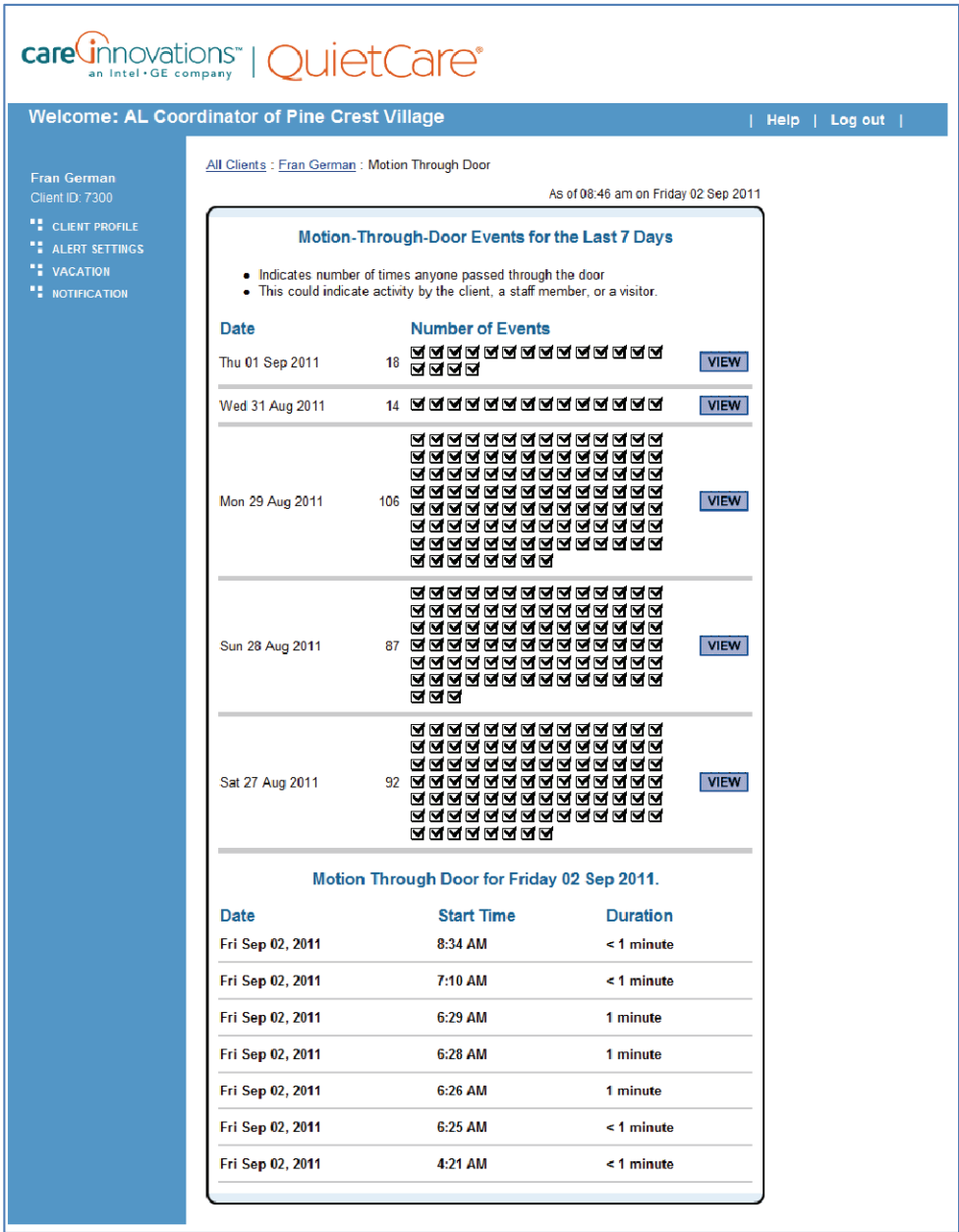
Motion through door reports show the frequency of entrances and exits from residents' apartments from midnight to midnight. The members ADL typical values for clients shows that Mary J in room 9 has an average of 93.9 motion through door events.

Figure 36: MotionThroughDoor members screen

members ADL typical values for clients		
Click on a client name to see 7-days of detail.		
Expected Value by client		
Show only <u>night-time</u> counts for MotionThroughDoor (slower)		
Name	Room Num	events/day
Mary J	09	93.9
Helen C	15	68.8
Florence S	11	57.9
Peggy S	07	51.3
Helen L	62	46.5
Lois W	04	44.4
Berthe G	10	43.8
Sophie G	08	40.1
Sophie I	16	39.4
Lillian M	03	39.1
Anna Y	02	36.5
Mary M	06	33.0
Edward Y	01	31.6
Mary C	05	27.1
Tina M	41	26.8
Josephine A	14	25.2
Theresa C	49	22.3
Frances P	13	17.4
Marie Z	12	7.1
Ann E	29	3.3



By clicking on a resident's name, a day-by-day summary screen of motion through door events for that resident appears. Pass the cursor over a checked box to see the time of day that the motion through the door occurred. A caregiver performing a bed check is an activity that could possibly be tracked by this. Pass the cursor over the first check box to see the time of first motion through door. A caregiver entering the apartment to perform the first check of the day is an activity that could possibly be tracked by this.

Figure 37: 7-day motion through door summary screen



Click a **View** button to the right of the checked boxes to see a summary of all motion through door events for that day.

Figure 38: Single day summary of motion through door events

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Fran German
Client ID: 7300

- CLIENT PROFILE
- ALERT SETTINGS
- VACATION
- NOTIFICATION

[All Clients](#) :
 [Fran German](#) :
 [Motion Through Door](#) :
 Thursday 01 Sep 2011

As of 08:46 am on Friday 02 Sep 2011

Motion Through Door for Thursday 01 Sep 2011.


18 Motion Through Door events
 This data could represent activity by a client, staff, or visitor.

Date	Start Time	Duration
Thu Sep 01, 2011	9:00 PM	< 1 minute
Thu Sep 01, 2011	6:36 PM	1 minute
Thu Sep 01, 2011	4:22 PM	< 1 minute
Thu Sep 01, 2011	8:41 AM	< 1 minute
Thu Sep 01, 2011	8:24 AM	< 1 minute
Thu Sep 01, 2011	8:20 AM	< 1 minute
Thu Sep 01, 2011	7:18 AM	< 1 minute
Thu Sep 01, 2011	7:13 AM	< 1 minute
Thu Sep 01, 2011	7:12 AM	< 1 minute
Thu Sep 01, 2011	7:09 AM	< 1 minute
Thu Sep 01, 2011	6:44 AM	< 1 minute
Thu Sep 01, 2011	6:43 AM	< 1 minute
Thu Sep 01, 2011	6:21 AM	< 1 minute
Thu Sep 01, 2011	5:06 AM	< 1 minute
Thu Sep 01, 2011	1:04 AM	< 1 minute
Thu Sep 01, 2011	12:33 AM	< 1 minute
Thu Sep 01, 2011	12:32 AM	< 1 minute
Thu Sep 01, 2011	12:22 AM	1 minute

Bathing Indicator

This report identifies residents who may not be bathing or who may be bathing infrequently and might need encouragement or assistance. A first step in using this report would be to define the length of a visit to the bathroom, which, in the user's professional judgment, is consistent with the resident's bathing habits. Reports may then be requested regarding the number of such occurrences in a specific time period.

This report enables the user to answer the question: *Over the last X days, which of my residents had fewer than X bathroom visits lasting X minutes or more?* The answer to this question would provide a summary of residents who may not have bathed.

Figure 39: Bathing indicator report

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Bathing Indicator Report

Groups: ☐ Pine Crest Village

Time period: 1 Day

Show clients with less than: 5 visits

Length of visit: 15 minutes

[Create Report](#)

Room Number	Client Name	Total Visits Consistent With Bathing	Number of Days With Visits
No data found matching search criteria			

To generate a bathing indicator report:

1. Click **Bathing Indicator** on the QuietCare Reports page.
2. Select one or more of the groups within your community that you wish to review (you must select at least one group).
3. Select the time period to cover:
 - 1 day
 - 3 days
 - 1 week
 - 2 weeks
4. Enter the specific number and length of visits for each identified resident. These are not drop-down menus. Any number and length of visits can be specified.
5. Click **Create Report**.

The following example shows a request for information about which residents had fewer than 3

visits to the bathroom lasting at least 15 minutes over the preceding 3 days. In this case the user's premise was that if a resident had not spent 15 minutes in the bathroom, it was unlikely that they had bathed.

Figure 40: Sample Bathing Indicator report settings

Bathing Indicator Report

Groups:

☐ Pine Crest Memory

☐ Pine Crest Care Suites

☒ Pine Crest Assisted Living

Time period: 3 Day

Show clients with less than: 3 visits

Length of visit: 15 minutes




Create Report

Room Number	Resident Name	Total Visits Consistent With Bathing	Number of Days With Visits
104	B, Claire	1	1
102	M, Sally	2	2
112	J, Mike	2	2
108	P, Jim	2	2
117	C, Maureen	3	2
121	R, Stephanie	1	1
131	B, Anne	0	0
122	F, Marie	2	2

Review Alerts/Actions for Institution

Click Review Alerts/Actions for Institution at the bottom of the Group summary page to view a summary of all alerts and actions generated by QuietCare for your community.

Figure 41: Institution-wide Alerts/Actions screen

 								
View Alerts 								
View Summary of alerts for institution								
#	Client	Adl Id	Message Status	Message Time Start (client) Our Activity Time (server)	Door Activity After Alert (client)	Action Time Start (client) Action Time End (client) Action Time Start (server) Action Time End (server)	Action Log Short	Action Log
1	7296 Betty/Robert Clark None	(-1)	0	2011-06-23 09:21:53.83	none			ClientConfigCustomize: lancel_bs_prefix=qc; night_timer=45; time_zone_string=US/Eastern; night_motion_wander_interval=None; roomtemp_low_red=61; trend_show=False; awake_by=10; awake_length=4; roomtemp_high_red=92; sleep_length=6; bathroomfall_window=60; wander=False; night_motion=False; by Caregiver:3928
2	7296 Betty/Robert Clark None	(-1)	0	2011-06-23 09:18:44.43	none			ClientConfigCustomize: lancel_bs_prefix=qc; night_timer=45; time_zone_string=US/Eastern; night_motion_wander_interval=None; roomtemp_low_red=61; trend_show=False; awake_by=11; awake_length=4; roomtemp_high_red=92; sleep_length=6; bathroomfall_window=60; wander=False; night_motion=False; by Caregiver:3928
3	7296 Betty/Robert Clark None	(-1)	High		none	2011-06-23 09:00:00.00 2011-06-24 16:00:00.00 2011-06-23 09:00:00.00 US/East 2011-06-24 16:00:00.00 US/East		jun 23, 2011: vacation set for jun 23, 2011 to jun 24, 2011 by caregiver id: 3928

Click **Summary** at the top of the View Alerts screen to see 7- and 30-day summaries, by client, showing records with more than 1 alert.

Figure 42: 7 and 30-day institution-wide alert summary screen

QuietCare™				
members Summary of alerts				
Summary of red alerts for last 7 days by client excluding dial-in, showing only records with more than 1 alert				
Institution_id	Client_id	Name	ADL	Count
218	8352	PeggyS	Night Motion	43
218	9014	FrancesP	Night Motion	11
218	8357	Edward Y	Possible Bathroom Fall	11
218	8354	LoisW	Possible Bathroom Fall	5
218	8352	PeggyS.	Possible Bathroom Fall	3
218	9055	HelenL	Wander	3
218	9014	FrancesP	Wander	3
218	8350	SophieG	Possible Bathroom Fall	3
218	8348	Florence S	Possible Bathroom Fall	3
218	8344	Helen C	Wander	3
218	8649	TheresaC	Possible Bathroom Fall	2
218	9014	FrancesP	Possible Bathroom Fall	2
Summary of red alerts for last 30 days by client excluding dial-in, showing only records with more than 1 alert				
Institution_id	Client_id	Name	ADL	Count
218	8352	PeggyS	Night Motion	220
218	8357	Edward Y	Possible Bathroom Fall	32
218	8352	PeggyS	Possible Bathroom Fall	27
218	8348	Florence S	Possible Bathroom Fall	20
218	9055	HelenL	Wander	19
218	8344	Helen CurtisDonna S	Wander	17

Energy Usage Report

This Energy Usage report provides administrators with data on energy usage in their community. The report shows when a resident's apartment or room has excessively high or low temperature, which indicates that a resident may be setting the heat or A/C at a higher or lower level than needed. With this information, administrators can initiate steps to help reduce energy use and associated costs.

Energy Usage reports can be accessed only by AL administrators and their authorized designees.

Complete the following steps to create a report:

1. Click **Energy Usage** on the QuietCare Reports page.
2. Select one or more groups within your community.
3. Select a Report Type:
 - Cooling Usage
 - Heating Usage
 - Cooling and Heating Usage
4. Select a Temperature Threshold from the drop-down menu.
 - For a cooling usage report, set only the cooling threshold temperature.
 - For a heating usage report, set only the heating threshold temperature.
 - For a combined cooling and heating report, set both cooling and heating threshold temperatures.
5. Select the time period to cover:
 - 1 Day
 - 3 Days
 - –1 Week
 - –2 Weeks

Each day covers the temperature for the 24-hour period beginning from the time the report is generated. For example, if at 10:30 A.M. Monday the user requests temperature data for one day, the report will cover the period beginning at 12:30 A.M. on Sunday.

In the following example the user requested information about instances where temperatures might indicate excessive cooling for one day.

Figure 43: Energy usage report

Energy Usage Report

Groups:

☐ Pine Crest Memory
☐ Pine Crest Care Suites
☒ Pine Crest Assisted Living

Report Type: Cooling Usage
Cooling Threshold: 65 degrees F
Heating Threshold: 68 degrees F

Time Period: 1 Day

Create Report

Energy Usage for

Room number	Resident Name	Current Temperature	Number of Events Outside Boundary	Too-high Alerts	Too-low Alerts
102	M, Sally	72	4		1
131	B, Anne	75	3		
121	L, Karen	69	1		1
108	P, Jim	71	3		

The report shows that over the previous 24 hours, temperatures in four apartments were lower than 65°. The report identifies the residents and how often the low temperatures were noted.

Four times in the previous week, the temperature in Sally M's apartment was below the established threshold. In two cases, the temperatures in apartments were low enough to trigger ADL low temperature alerts, based on the two clients' individualized settings.

Cooling usage thresholds can be set between 65° F and 75° F, heating usage thresholds can be set between 68° F and 82° F.

To view details on when the low temperature alerts occurred, click on the resident's name.

Alerts Summary

This section details the alerts provided by QuietCare:

- **Urgent alerts.** Urgent ("red") alerts are sent in response to situations which (a) could be hazardous to the monitored person and/or (b) require immediate response. Urgent alerts are delivered as soon as possible after detection.
- **Non-urgent "red" alerts.** Non-urgent red alerts are sent in response to situations which reflect noteworthy changes (from the system-generated norms) in the monitored person's activity levels that need to be addressed in a timely manner. For example, significant changes in a resident's nighttime bathroom use would generate a non-urgent red alert. These notifications are sent out at a set time each day, usually between 10:00 A.M. and noon.
- **Yellow alerts.** Yellow alerts are sent in response to situations of the same kind as non-urgent "red" alerts, but represent more modest changes in activity levels. Yellow alerts are also sent when room temperatures are modestly above or below levels established for household standards.
- **System alerts.** System alerts are sent to QuietCare Support staff in response to failures of QuietCare software, hardware, or connectivity that require immediate attention from trained QuietCare staff. System alerts are delivered as soon as possible after generation.

Urgent Red Alerts

The following table describes Urgent Red alerts that can be generated by specific resident activity at any time of day or night, seven days per week. Alerts are sent in response to situations which (a) could be hazardous to the monitored person and/or (b) require immediate response. Urgent alerts are delivered as soon as possible after detection.

Features	Details
Possible Bathroom Fall	If a resident has been in the bathroom continuously for a length of time that exceeds the user-programmed limit, an alert will be sent. User options range from 15 to 90 minutes in 15 minute increments. The default setting is one hour.
Late Bedroom Exit	If a resident has not left their bedroom in the morning during the user- established time period or "wake-up window", an alert will be sent. The default setting is 6:00 A.M. to 10:00 A.M. Any movement that constitutes a bedroom exit event must be within the wake-up window. However, if a resident is up at 5:30 A.M. and leaves the apartment before 6 A.M., no activity would be detected in the residence during the wake-up window and a bedroom exit alert would be sent.
Household Temperature	If the household temperature is excessively hot or cold an alert is generated. A high temperature alert is generated after 1 hour or more of high temperatures and a low temperature alert is sent after 3 hours. If you are using QuietCare — Dial-up, the dial-in

Features	Details
	<p>schedule is every two hours, which means it will take at least 2 hours for a high temperature alert and 4 hours for a low temperature alert to be sent.</p> <p>Yellow alerts are sent with the first dial-in after the temperature deviation is detected. If the temperature deviation persists, a red alert is sent with the following dial-in.</p> <p>The user programmable range is from 85°F to 93°F. The default setting for low red temperature alerts is 61°F, with a user programmable range of between 60°F and 65°F. The default setting for high temperature is 92°F.</p>
Base Station Communication (QuietCare — Dial-up only)	If the QuietCare server does not receive periodic communication from the base station in a resident's apartment, an alert will be sent as soon as possible after the system detects it. For unmonitored services, if contact with the base station is not reestablished within 13 hours, a second alert is generated. For monitored services, alerts are sent to the monitoring partner every 13 hours.
Router (QuietCare — Networked only)	If the QuietCare server does not receive periodic communication from the router, an alert will be sent as soon as the system detects the failure. Battery backup power, via the internal lithium-ion polymer battery, will have a minimum 2 hour capacity (functional while router unplugged).
Antenna (QuietCare — Dial-up only)	The base station is dialing in but not data is transferring. This might be due to an unplugged antenna.
Wander (optional)	If a resident leaves their apartment during any part of a user-established period of the day, an alert is generated. Wander time windows can be customized anywhere within a range from 8:00 P.M. to 8:00 A.M.; the default setting is 10 P.M. to 6 A.M. To extend the time frame beyond these parameters, call 1-855-885-CARE (2273) or email support@careinnovations.com .
Night Motion (optional)	<p>If the resident leaves their bed and moves around their apartment, a Night Motion alert is generated. The Night Motion feature can only be activated by calling 1-855-885-CARE (2273) or emailing support@careinnovations.com after the sensors within the apartment are specifically configured for its use. Once activated, the user can program the settings within an 8:00 P.M. to 8:00 A.M. timeframe; the default setting is 10 P.M. to 6 A.M.</p> <p>The timeframe set for Night Motion will also apply to Wander, if that feature is activated.</p>

Activity That Establishes Normal Patterns

The following table details alerts generated by 10:00 A.M. for changes in activity levels for which the system automatically establishes norms. Significant deviations from these established norms activate Red alerts requiring prompt attention. Yellow alerts are generated for less significant deviations from client norms.

Features	Details
Overall Activity Level	If there has been a substantial increase or decrease in the total of all activity in the resident's apartment during a 24-hour period (midnight to midnight) a red alert is generated. Yellow alerts are generated for more subtle changes.
Nighttime Bathroom Activity	If there has been a substantial change in the resident's bathroom visits during the night, a red alert is generated. The default setting for the 'night' period is 6 hours, ending at the earliest hour of the 'bedroom exit' window. A yellow alert is generated for less notable changes in nighttime bathroom activity. Users can modify the length of the 'night' period with two other settings: 5 hours and 7 hours. For example, if the individual's bedroom exit window is 6:00 A.M. to 8:00 A.M. and the 'night period' is 7 hours, nighttime bathroom activity covers the period between 11:00 P.M. and 6:00 A.M.
Meal Preparation/ Kitchen Use	This proxy for meals compiles groups of refrigerator opening and closing activities that may constitute a meal preparation event. Although there may not be a direct correlation between such events and a meal, changes from norms for such activities can indicate changes in meal activities. However, because such activity can vary significantly during the day (for example, no activity would be detected if a resident is out of the apartment), only yellow alerts are generated for meals.

Activity Reports with No Established Norms

The following table describes monitored activity for which no norms are established or alerts generated. These reports cover the 24-hour period from midnight to midnight.

Features	Details
Medication Interaction	Reports the time of day and number of events where the individual reached into their medication storage area as determined by a sensor adjacent or in their medication box.
24/7 Bathroom Use	Reports the time, length, and actual number of bathroom visits during a 24-hour period.
Door Motion	Reports the date, start time, and duration of motion through door.

Caregiver Reports and Settings

This section details the various reports on caregiver actions and provides instructions on how to change your password, email, and notification options.

Caregiver Logins Report

The Caregiver Logins report enables administrators to see how QuietCare is being used by staff, including when and how much time they are spending reviewing QuietCare generated information. Access to this report is restricted to administrators and their authorized designees.

To create a caregiver logins report and generate report output:

1. Click **Client Norms/Reports** at the bottom of the Client Summary page.
2. Click **Caregiver Logins** at the bottom of the page.
3. Select one or more of the groups within your community.
4. Select the time period to be covered.
5. Check either **Show Each Session** or **Summarize by Caregiver**.
6. Click **Create Report**.

The following report shows that Pine Crest's Executive Director, George Doe, requested caregiver login information for the period from 6/11/2010 to 6/14/2010.

Figure 44: Caregiver login report screen

Caregiver Logins Report

Groups:

☒ Pine Crest Village AL

Earliest Date to Include (YYYY-MM-DD):

Latest Date to Include (YYYY-MM-DD):

☒ Show Each Session

☐ Summarize by Caregiver

Caregiver Name	Email Address	IP Address	Login Time	Duration
Doe, George	gdoe@pinecrest.org	64.128.167.2	2010-06-14 09:57:53 AM	21 minutes
Coordinator, AL	alc@pinecrest.org	64.128.167.2	2010-06-11 06:33:26 PM	11 minute
Coordinator, AL	alc@pinecrest.org	75.312.218.2	2010-06-12 11:52:40 AM	17 minute
Coordinator, AL	alc@pinecrest.org	75.312.218.2	2010-06-13 09:52:59 AM	4 minute
Coordinator, AL	alc@pinecrest.org	64.128.167.2	2010-06-14 10:20:06 AM	16 minute

The Caregiver Logins report provides five perspectives on login activity. Click on the column headings to sort by:

- Caregiver name
- Email address
- IP address
- Login time
- Login duration

The example above shows that the AL Coordinator logged in on the 11th, 12th, 13th and 14th of June. On the 12th and 13th (Saturday and Sunday), the coordinator logged in from a different IP address. On Monday the Executive Director, George Doe, logged in for 21 minutes.

Change Password or Email

Click **Change Password/email** at the bottom of the Group Summary screen to change your password or enter an email address. The Caregiver Update Form screen appears.

Figure 45: Caregiver Update Form

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Logged in as AL Coordinator of Pine Crest Village
[Help](#) | [Log Out](#)

Caregiver Update Form

Caregiver ID 3928
Institution Id 197
First Name: AL
Last Name: Coordinator
Sex:
Email: alc@pinecrest.org
Password: Password is set [Change password](#)
Daily summary report: ☐

(After updating) Change alert preferences, cell-phone/pager settings, etc

If changing your email only, enter the new email address in the **Email** field and click **Update**.

If changing your password, click **Change Password**. Two text fields will drop down. Enter the new password, verify the new password, and then click **Update**.

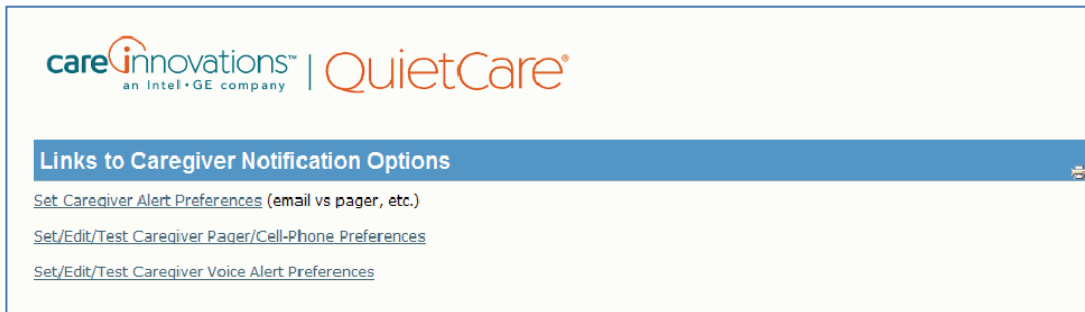
Click **Deactivate** to remove access for this caregiver.

Passwords must be at least 6 characters long, **and** must contain either numbers **or** non-alphanumeric characters (at least 1). So "jon", "jonnymac", "j.mac" do not qualify, but "j0nnymac", "jonny_mac", "jon.mcdonald" will be accepted.

Change Notification Options

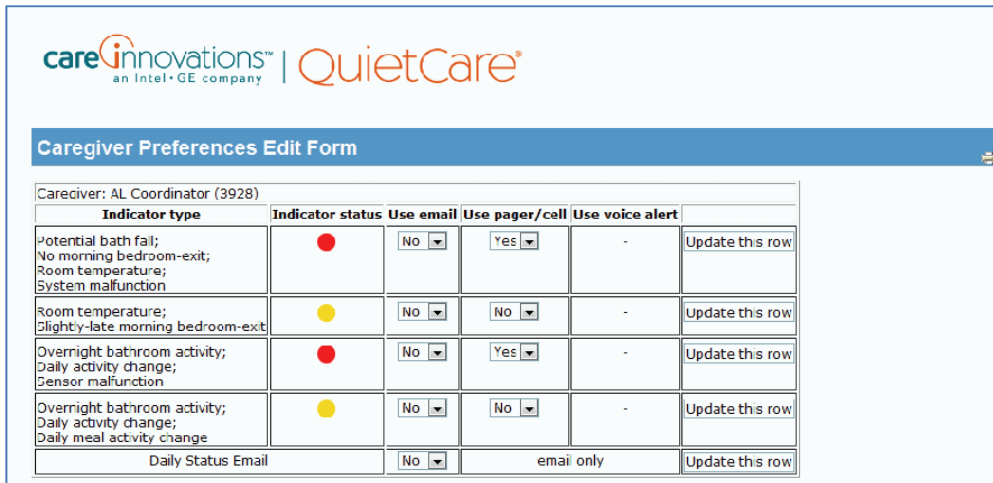
Complete the following steps to enter your notification preferences:

1. Click **Notification Options** at the bottom of the Group Summary screen. The Links to the Caregiver Notification Options page appears.



The screenshot shows the top of the QuietCare interface with the 'careinnovations™ | QuietCare®' logo. Below the logo is a blue header bar with the text 'Links to Caregiver Notification Options'. Underneath this bar are three links: 'Set Caregiver Alert Preferences (email vs pager, etc.)', 'Set/Edit/Test Caregiver Pager/Cell-Phone Preferences', and 'Set/Edit/Test Caregiver Voice Alert Preferences'.

2. Click **Set Caregiver Alert Preferences** to call up the Preferences page.



The screenshot shows the 'Caregiver Preferences Edit Form' for Caregiver: AL Coordinator (3928). It contains a table with columns: Indicator type, Indicator status, Use email, Use pager/cell, Use voice alert, and Update this row.

Indicator type	Indicator status	Use email	Use pager/cell	Use voice alert	Update this row
Potential bath fall; No morning bedroom-exit; Room temperature; System malfunction	Red dot	No	Yes	-	Update this row
Room temperature; Slightly-late morning bedroom-exit	Yellow dot	No	No	-	Update this row
Overnight bathroom activity; Daily activity change; Sensor malfunction	Red dot	No	Yes	-	Update this row
Overnight bathroom activity; Daily activity change; Daily meal activity change	Yellow dot	No	No	-	Update this row
Daily Status Email		No	email only		Update this row

3. From the drop-down menus, indicate Yes or No to be notified via email, pager cell phone, and/or voice alert, and if you wish to receive a daily status email.
4. Click **Update this Row** to save your changes.

Complete the following steps to set, edit or test your pager/cell phone preferences:

1. Click **Set/Edit/Test Caregiver Pager/Cell Phone Preferences** to call up the edit screen:




The screenshot shows the 'Set/Activate Voice Alert Phone Number for Caregiver' screen. It includes the QuietCare logo and a blue header bar with the title. Below the header, it says 'Enter the phone number to use for voice alerts.' and 'Voice alert phone number:'. There is a text input field for the phone number and a 'Use phone number' button.

2. Enter your cell phone number.

3. Click **Use Phone Number** to activate.

To set your pager address directly:

1. Click **Set Pager Directly** to call up the pager input screen.



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Set/Activate Pager/Cellphone for Caregiver

If you wish to have text-alerts sent to your mobile-phone, enter/update your mobile-phone number below and pick your provider.

Cell-phone number (212-555-1212):

Carrier/provider:

[Use cell phone](#)

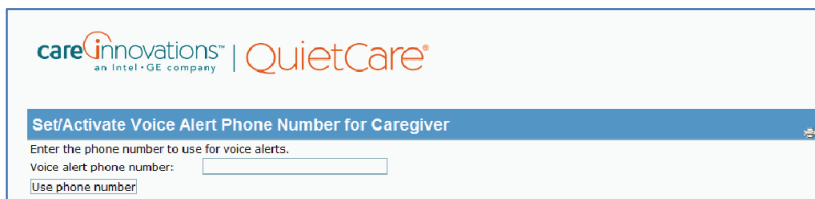
Or, if you wish to set your pager address directly, click here.

[Set pager directly](#)

2. Enter your pager email address.
3. Click **Use Pager** to activate.

To set or activate a voice alert phone number:

1. Click **Set/Edit/Test Caregiver Voice Alert Preferences** to call up the Voice alert input screen.



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Set/Activate Voice Alert Phone Number for Caregiver

Enter the phone number to use for voice alerts.

Voice alert phone number:

[Use phone number](#)

2. Enter the phone number where you wish voice alerts to go.
3. Click **Use Phone Number**.



CAUTION:


QuietCare cannot guarantee delivery of email, text or voice alerts as a primary alerting mechanism and they should, therefore, be used for review purposes only.


Adding Caregivers and Institution Information

Institution information, caregiver IDs, and resident group settings are entered and managed in the Institutions Database Update Form. Residents can be arranged into specific groups such as Assisted Living, Memory Care, 2nd Floor, etc. Each of these groups can then be assigned to the caregivers authorized to view information on resident members of the group. From the Institutions Database Update Form you can also add new groups, new caregivers, and view a summary of individual resident settings and thresholds.

Complete the following steps to add and manage institution data and caregivers:

1. Click the **Update Institution Data** link at the bottom of the Group Summary page. A form similar to the following appears:





[View Clients](#) | [Admin Home](#) | [Help](#) | [Logout](#)

Institutions Database Update Form

institutions

Institution Id **197** served_by:1
 Name
 Description
 Address 1
 Address 2
 Address 3
 City
 State
 Zip
 Signup Date
 Active Date
 Telephone
 Contact 1
 Contact 2
 Site Logo
 Main Group ID:

[Client configuration values](#)

Groups for this institution

Group Id	Group Name	Institution		
7290	Pine Crest Village	197 Pine Crest Village	Show Clients	Show Caregivers

[Add group](#)

Caregivers employed by this institution

Caregiver Id (Mgr?)	Last Name	First Name	E-Mail/Login	Pager1	Voice Alert #	
3928/1	Coordinator	AL	alc@pinecrest.org			Show Groups
5140/1	pinecrest	demo	demo@pinecrest			Show Groups

[Add caregiver employee](#)

2. Verify the institution data entered as part of the QuietCare installation. Click Update to make changes to the fields.
3. Under the Groups for this Institution heading, click Show Clients assigned to the associated group ID. Click Show Caregivers to view caregivers assigned to the group. To add a new group, click Add Group.
4. Under the Caregivers Employed by this Institution heading, click Show Groups to see the groups assigned to the associated caregiver or a Caregiver ID to view setup information for the corresponding caregiver. Click Add Caregiver Employee to add a new caregiver.

Pager Alerts and Settings

This section summarizes pager alerts, discusses how to turn on the pager, set the time and date, and read and delete messages.

Importance of the Pager

There are two ways QuietCare notifies facility staff of an urgent alert:

1. Via alphanumeric pages to the QuietCare onsite pager transmitter (required—a new paging system will be installed).
2. Auto-voice telephone alerts. These alerts must go to a telephone number that is answered by a person, not an answering machine, 24 hours a day, 7 days a week.

QuietCare also allows you to receive urgent and non-urgent alerts by email in conjunction with the pager and auto-voice alerts.

For QuietCare users the pager is the system's primary method of communicating time sensitive alerts to direct care staff. During QuietCare installation, the range of the supplied pagers is tested throughout your community.

It is important that the pagers function 24 hours a day, seven days a week. Once the pagers are activated, they should not be turned off.

The pagers should be tested daily. Establish a daily pager testing protocol using the steps outlined in this section.

Replace the battery as soon as the Low Battery icon appears on the pager screen.

Pager alerts are also generated when the pager system is not functioning, functioning on a limited basis, or when full pager service is restored following a problem with the pager system.

In addition to pager alerts, QuietCare can send a computer-generated voice alert to a designated phone number.

NOTE: New installations of QuietCare require a QuietCare Pager Transmitter as the primary alert delivery mechanism. Some existing QuietCare customers depend on wide-area paging services. In these circumstance a secondary alerting mechanism, such as voice alerts, is required until such time as a QuietCare Pager Transmitter system can be installed.



CAUTION: Prompt QuietCare alert delivery to caregivers depends on all parts of the system functioning properly. Pagers used in health care are subjected to a wide variety of environmental conditions. Accidents and normal wear-and-tear can lead to pager failures that require them to be replaced as often as several times a year in a facility with a typical number of pagers.

Testing Pagers

In order to identify failed pagers before alerts are missed, staff should implement and follow a pager testing protocol (including spare pagers). At least once each day do the following:

1. Click **Test Pagers** at the bottom of the Group Summary screen.

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Welcome: AL Coordinator of Pine Crest Village | Help | Log out |

01:49 PM on Wed Aug 31, 2011

Current Status [Show only clients with red/yellow alerts](#)

Resident #	System Status	Bedroom Exit	Bath Falls	Meds	Meals	Activity	Night Bath	Bathroom Visits	Door Motion	Room Temp	Client Settings
Betty/Robert Clark 102	●	●	●	●	●	●	●	●	●	●	●
Cathy Davis 103	●	11:07 AM	●	●	●	●	●	●	●	●	●
David Edwards 104	●	●	●	●	●	●	●	●	●	●	●
Ella Francis 105	●	12:12 PM	●	●	●	●	●	●	●	●	●
Fran German 106	●	●	●	●	●	●	●	●	●	●	●
Greta Holder 107	●	12:02 PM	●	●	●	●	●	●	●	●	●
Hanna Ireland 108	●	10:45 AM	●	●	●	●	●	●	●	●	●
Irene Jacobs 109	●	●	●	●	●	●	●	●	●	●	●
Jessie King 110	●	●	●	●	●	●	●	●	●	●	●
Anne Brown 150	●	●	●	●	●	●	●	●	●	●	●

Review [Alerts/Actions](#) or [Motion Through Door](#) or [Client Norms/Reports](#) for Group Pine Crest Village

Review [Alerts/Actions](#) for Institution Pine Crest Village

Test Pagers for Pine Crest Village

Change your [password/email](#) or your [notification options](#)

[Add a new resident](#)

2. Click **Test All** on the Test Pagers screen.

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Logged in as AL Coordinator of Pine Crest Village [Help](#) | [Log Out](#)

Test Pagers

Caregiver Pager Groups

Test All



CAUTION: If a pager does not receive the test message, put a spare pager that has been put through the site protocol into service, contact support@careinnovations.com or call 1-855-885-CARE (2273).

Pager Alerts Summary

Urgent Alerts – Respond as Soon as Possible

These alerts should be responded to immediately:

What You See	Type of Alert	What It Means
01: Chk Bathroom Rm 114 Stein In bathroom too long	Possible problem in bathroom	Resident has not left the bathroom and may need help.
01: Chk If Awake Rm 114 Stein May have slept late	Late leaving bedroom	Resident has not left the bedroom by the usual time. Resident might need help.
01: Chk Room Temp Rm 114 Stein Apt too (hot/cold)	Temperature	Apartment temperature is too hot or too cold.
01: Chk Wander Rm 114 Stein May have left apt	Wander (optional alert)	Resident might have left their apartment.
01: Chk out of bed Rm 114 Stein May have left bed	Night motion (optional alert)	Resident is moving about and might need help.
01: Chk base unit Rm 114 Stein May be unplugged or phone off hook	base station dial-in (QuietCare — Dial-up only)	Resident's QuietCare is NOT working. Alerts are NOT being sent. The system may be unplugged, the phone may be off the hook, or the power strip may be turned off.
01: Check Router Rm 114 Stein May be unplugged or power is out	Router (QuietCare — Networked only)	The battery backup power, via the internal lithium-ion polymer battery, will have a minimum 2 hour capacity (functional while router unplugged).

Non-Urgent Alerts – Notify Your Supervisor

These alerts are sent to the pager between 9:00 a.m. and 10:00 a.m. the following day. These alerts should be investigated to determine why these changes occurred in the resident's daily activity.

What You See	Type of Alert	What It Means
01: (Low/High) Activity Report to supervisor Rm 114 Stein	Low indicates too little activity; High indicates more activity than usual	Resident was more or less active than is normal for them.
01: Night Bath Use Report to supervisor Rm 114 Stein Change in habits	Nighttime bathroom visits	Resident did not go to the bathroom as often as usual or the resident went to the bathroom more often than usual.
01: (Low/High) Meal Activity Use Report to supervisor Rm 114 Stein Change in habits	Low indicates too few meals; High indicates more than usual	Resident is going into the refrigerator more or less often than usual.

System Alerts

The QuietCare onsite paging system has built-in diagnostics that will generate alerts in the event that a malfunction in the paging delivery system is detected. The following table provides a list of these diagnostic alert messages. In the event that you receive one of these messages contact Care Innovations QuietCare Support at 1-855-885-CARE (2273) or email support@careinnovations.com.

What You See	What It Means
1: System Error Alerts stopped Cannot reach server	Pager transmitter cannot reach QuietCare hosted server to retrieve.
1: System Recovery Alerts being sent Server reachable	Pager transmitter can reach QuietCare hosted server again.
1: System Warning Alerts will be sent Broadband network has failed, using dialup	Broadband networking has failed but dialup backup is working OK.
1: System Error Alerts stopped Networking failure Paging system disabled	Both broadband and dialup networking have failed.

What You See	What It Means
1: System Recovery Alerts will be sent Broadband network recovered	After a failure, broadband networking is back.
1: System Warning Alerts will be sent Paging system is on battery power	Primary AC power has failed; UPS is running on battery backup.
1: System Recovery Alerts will be sent Paging system is back on normal line power	Primary AC power has recovered after a failure.
1: System Error Alerts still sent but battery is critically low	UPS battery has run down, paging system will be up for only a few more minutes.
1: System Error Alerts stopped Paging system is being shut down due to power outage	UPS battery is completely dead, system is shutting down.

Using Your Pager





Turn it on:

Press 

Read a message:


Press  to preview messages


Press  to read a message


Press  to read the next message

Delete a message:

Press  to find the message


Press  to read a message

Press  to display functions

Press  to scroll to MESSAGE DELETE or DELETE ALL

Press  to delete


Change to vibrate or ring:

Press  to display functions


Press  to scroll to SET ALERT


Press  to select

Press  to scroll through the alert options



Press  to save your selection


Change date/time:

Press  to display functions

Press  to scroll to SET TIME

Press  to select

Press   to scroll to move to hour/minute

Press  to adjust AM/PM, 24HR,
MONTH/DAY

Press  to save

Basic System Maintenance

This section provides basic instructions for maintaining your QuietCare system. Refer to the Hardware Maintenance Guide for detailed instructions about overall system maintenance.



CAUTION: QuietCare sensors are positioned in a specific manner and should not be readjusted without consulting your QuietCare representative. Changes to a resident's room following the installation of QuietCare may also impact the system's functionality. When planning or implementing structural modifications, painting the room, or adding or relocating furniture please contact Care Innovations QuietCare Support.



CAUTION: When a resident who has a special sensor configuration such as night motion, medication access, or meal prep, is relocated within the community it is essential to contact Care Innovations QuietCare Support to assure continuity of these services.

Replacing Sensor Batteries

QuietCare sensors require one standard 9 Volt alkaline battery for QuietCare — Dial-up systems; QuietCare — Networked systems require two AA batteries for motion sensors and two AAA batteries for door sensors. If the voltage in the battery becomes too low, the sensor may begin to send false motion events or stop detecting events altogether. It is important to change the batteries immediately after receiving a Low Battery notification from QuietCare.

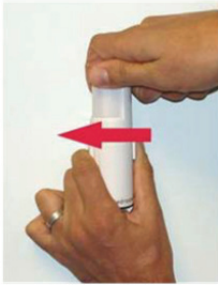
Sensor batteries need to be replaced about once every twelve months. Twelve months after installation and every twelve months thereafter, Care Innovations QuietCare Support will notify you that it is time to replace the batteries in all sensors. This will ensure continued proper system operation.

NOTE: QuietCare sensors are not interchangeable. Each sensor must be placed back in its original bracket. It is recommended that batteries be replaced one sensor at a time to ensure that each sensor stays in its proper location.

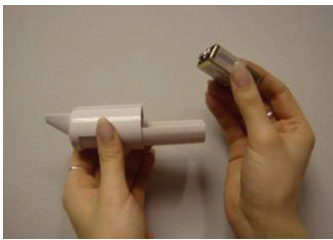
Step 1: Remove the sensor from the bracket

NOTE: The instructions that follow are guidelines for both QuietCare — Dial-up and QuietCare — Networked sensors.

1. Grip the bottom portion of the sensor and bracket.
2. With your other hand, twist the top portion of the sensor clockwise, and pull the top portion of the sensor up and out of the bottom bracket.



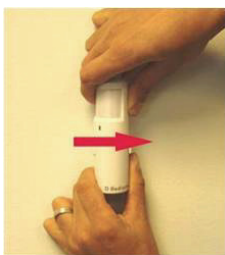
3. Replace the battery.
4. Place the battery into the sensor, with the large negative battery terminal aligned with the large contact plate.



Check that the green LED flashes after replacing the battery. In newer versions of the hardware, the LED will blink steadily for about 45 seconds; this is normal.

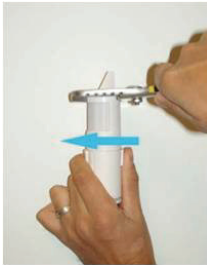
Step 2: Place sensor back in bracket

1. Grip the bottom portion of the sensor and bracket.
2. With your other hand, place the top portion of the sensor onto bottom bracket and turn it counter-clockwise to close. (The center seam of the top portion of the sensor should align with the center seam of the bottom bracket portion of the sensor.)



If you have difficulty removing or replacing the sensor from the bracket using your hands, you may use 8" or 10" groove-joint pliers to remove and replace the sensor.

3. With the wrench properly adjusted to the diameter of the sensor, grip the sensor above the lens. Do not scratch or damage the lens.



4. Firmly grip the bottom bracket, then carefully turn the sensor clockwise 1/16th of a turn and pull the sensor out of the bottom bracket.

Battery Disposal

Alkaline batteries can be safely disposed of with normal household waste.



CAUTION: Do not to dispose of large amounts of alkaline batteries in a group. Used batteries are often not completely dead. Grouping used batteries together can bring live batteries into contact with each other, which creates a safety risk.

Proven cost-effective and environmentally safe recycling processes are not yet universally available for alkaline batteries. Some communities offer recycling or collection of batteries - contact your local government for disposal practices in your area.

Running a Sensor Check

Click **Latest Times Per Sensor** on the resident's Edit Account screen to view the last times the sensors were triggered prior to system check-in. If you do not see activity for one or more of the sensors contact your supervisor.




Latest time seen at each sensor

This provides that latest time the client was seen at each sensor. Note that

- RedundantSensors are combined, so this is not a complete list of unique sensors. Click through for the heart-beat list for that.
- Data for this is only kept for a couple weeks, so sensors that haven't recorded motion in that period will be skipped.

Latest sensors

Sensor	Last event
Door-Return Motion	- 18 2011-08-29 17:56:14.00
Living Room Sensor	- 4 2011-08-29 20:46:42.00
Bathroom Sensor	- 0 2011-08-31 13:45:33.00
Bathroom Outside Sensor	- 12 2011-08-31 13:46:09.00
Bedroom Sensor	- 6 2011-08-31 13:47:11.00
Living Area	- 10 2011-08-31 13:50:22.00
Door Motion Sensor	- 17 2011-08-31 13:50:32.00

Note that the client's unit may not have dialed in for the past 2 hours (or even longer, under conditions of phone line problems, etc.).

See sensor-ESN [history](#) for this unit. (This is best source for sensors configured for this unit.)

Click [here](#) for heartbeat data.

Cleaning Basics

QuietCare components should be cleaned regularly to help ensure proper function.

Base Station for QuietCare — Dial-up

To clean the base station display and exterior, use a dry, soft cloth or a cloth dampened with tap water and a mild detergent. Never use alcohol, benzene, thinner or other harsh chemicals to clean the display or other components.

To clean the base station keypad, use a soft cloth or a cloth dampened with tap water. An antibacterial or antiseptic solution such as brand name Virocide may also be used.

Sensors

No special service is required to clean sensors. Facility maintenance may elect to use this opportunity to change the batteries in the sensors thereby insuring maximum life expectancy of the batteries in the sensor units.

Relocation/Return

If the QuietCare system is removed from the residence, the equipment should be wiped down with a germicidal/antimicrobial disposable cloth. The used cloth should be disposed appropriately. The devices should be placed in a sealed plastic bin or bag. The plastic bin or bag containing the unit should be left covered for at least twenty-four (24) hours before it can be relocated into a new residence. For returns to the factory, the unit may then be returned using its original packaging or suitably protective packaging.

QuietCare can only be installed by a properly trained and certified installer. Please contact your QuietCare representative regarding the re-installation of QuietCare hardware.

Alphanumeric Text Pager Batteries and Settings

QuietCare pagers are powered by one AAA battery. You are responsible for changing the batteries in the text pagers when they become low or lose their charge. Pagers should be tested on a daily basis.

Notification of Service Requirements

Care Innovations QuietCare Support discovers system issues using our manual diagnostics process. In some cases the service is automatically alerted by the system itself. There are several ways you can be notified of service issues that require attention:

- Alerts to pager - In the event that a QuietCare base station is unable to connect to QuietCare servers, a text will be sent to your pager. The information in the text will include the room number, the client's last name, and the message that it may be unplugged or phone off the hook.
- Email from Care Innovations QuietCare Support - You may be contacted through a provided

email address to inform you of service needs that require attention.

- Phone call from a Care Innovations QuietCare Support - If there is an issue that may cause the system to collect bad data or that places a resident in danger; your QuietCare representative may call a provided phone number to help resolve the issue quickly.



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